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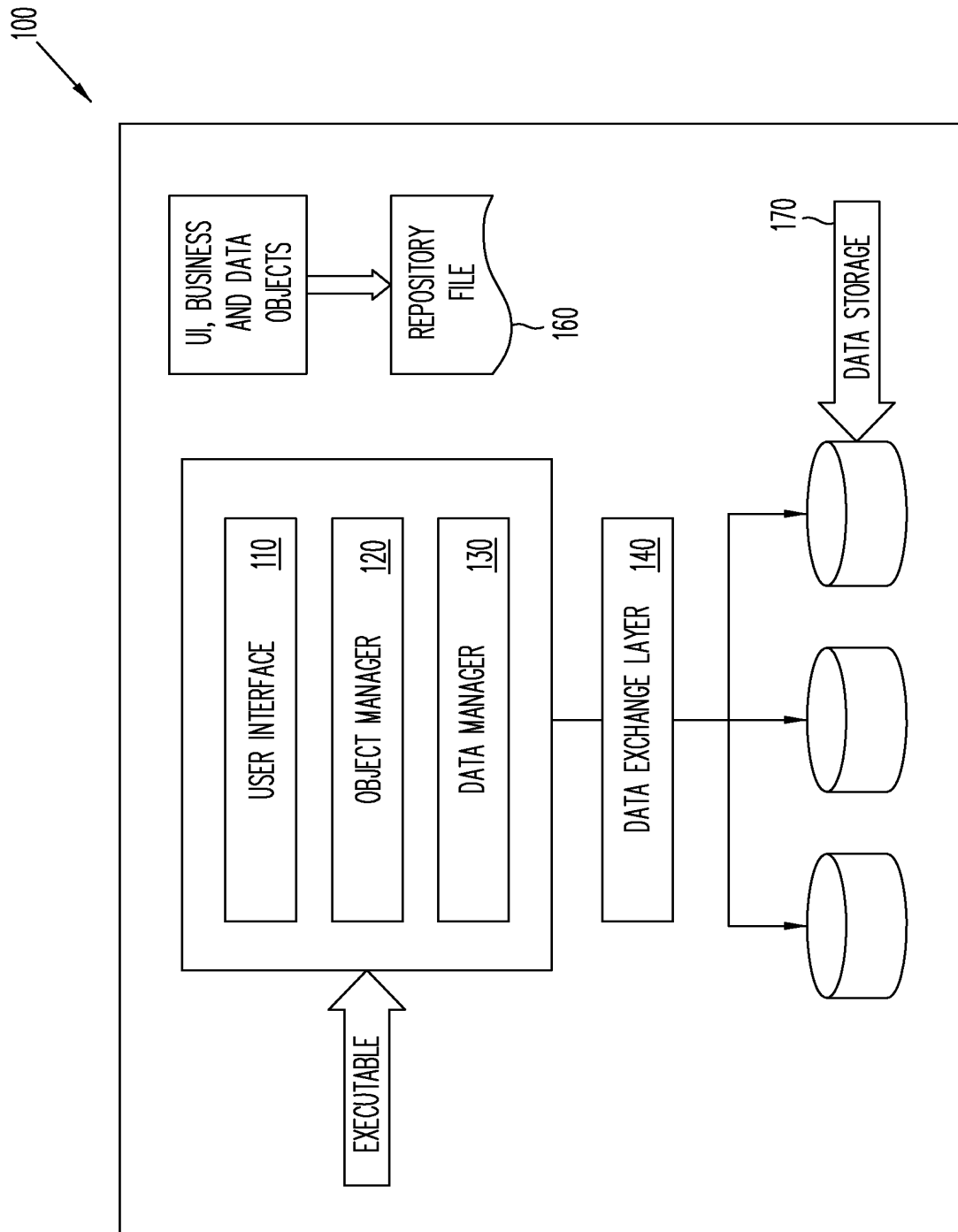


FIG. 1

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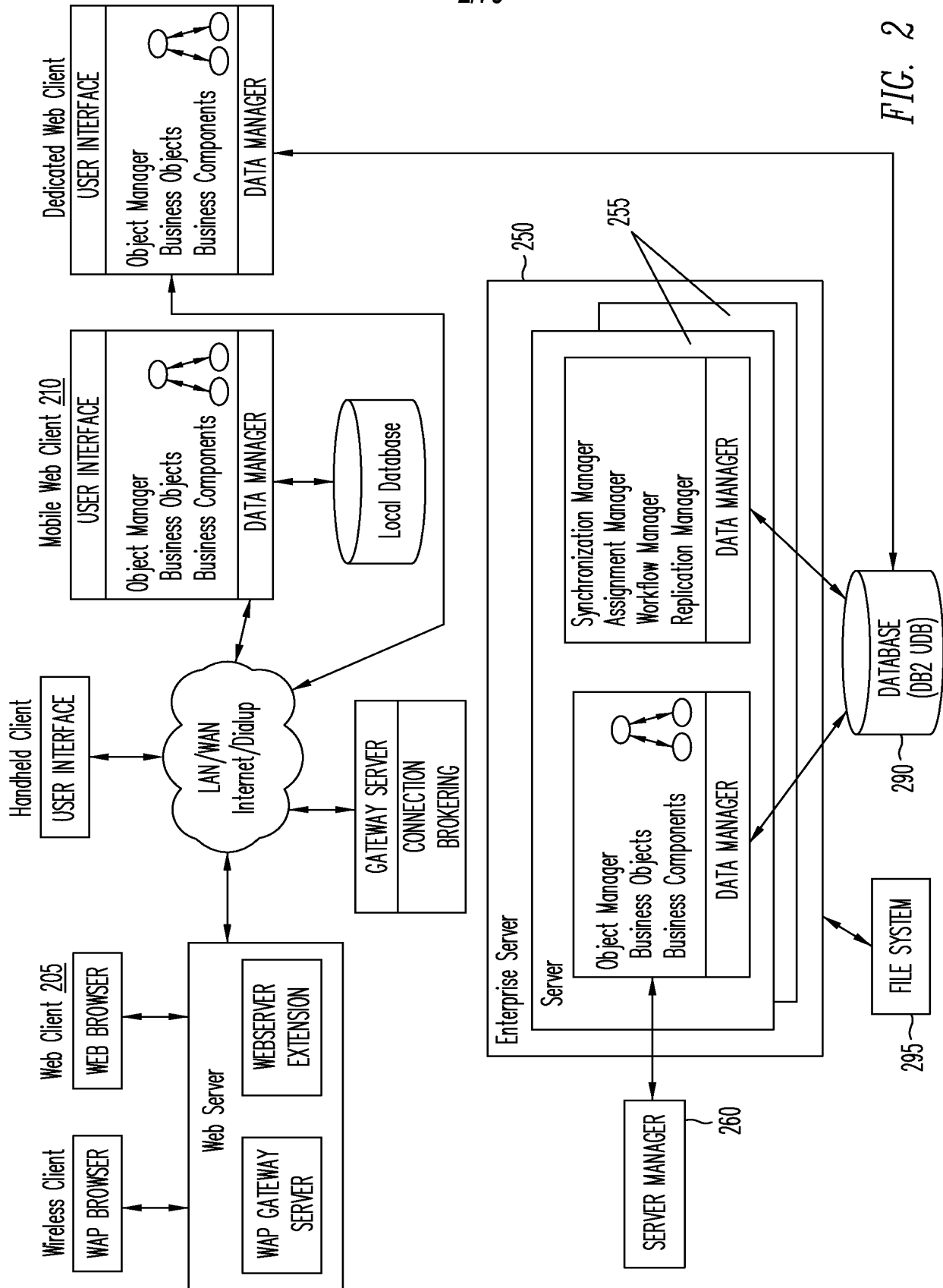


FIG. 2

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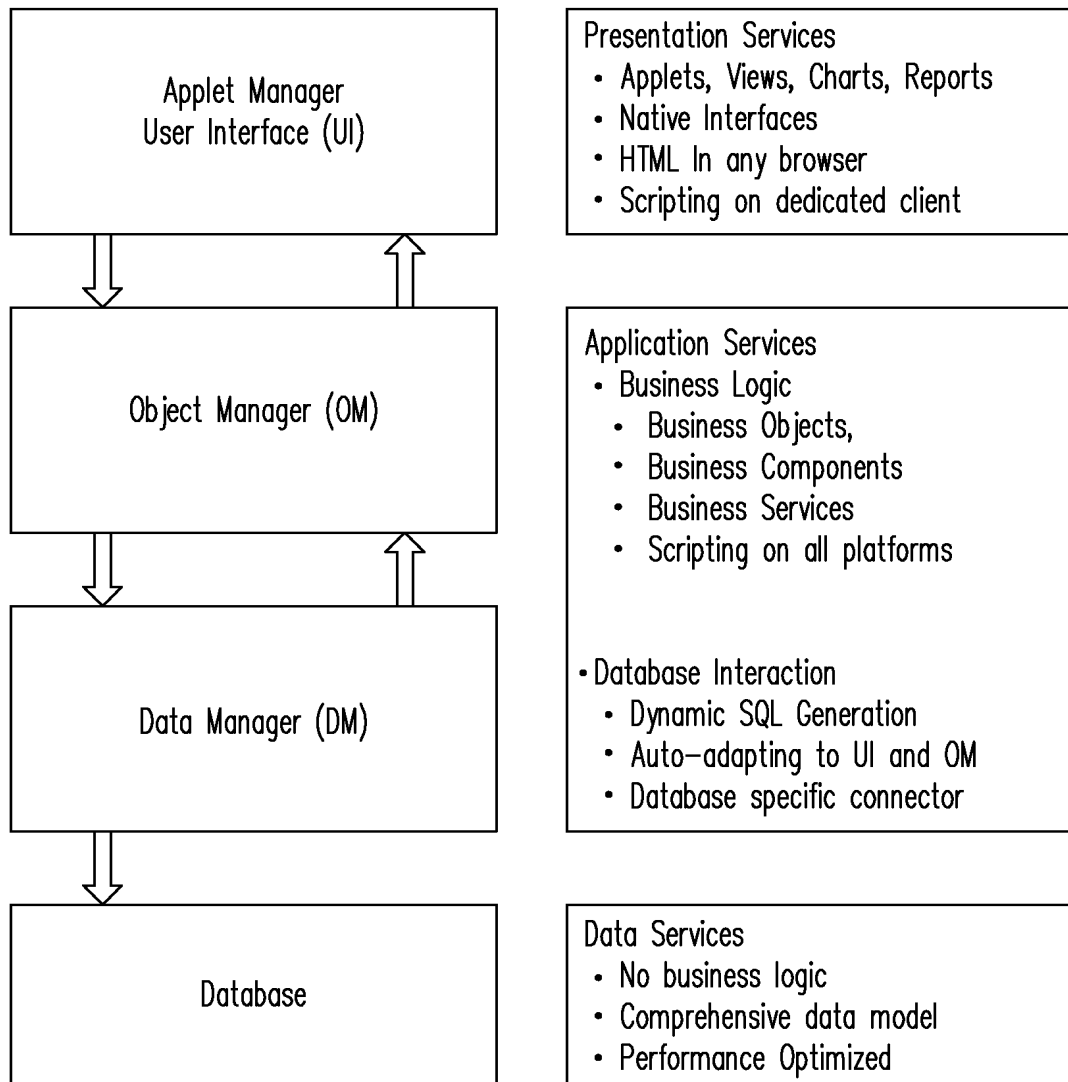


FIG. 3

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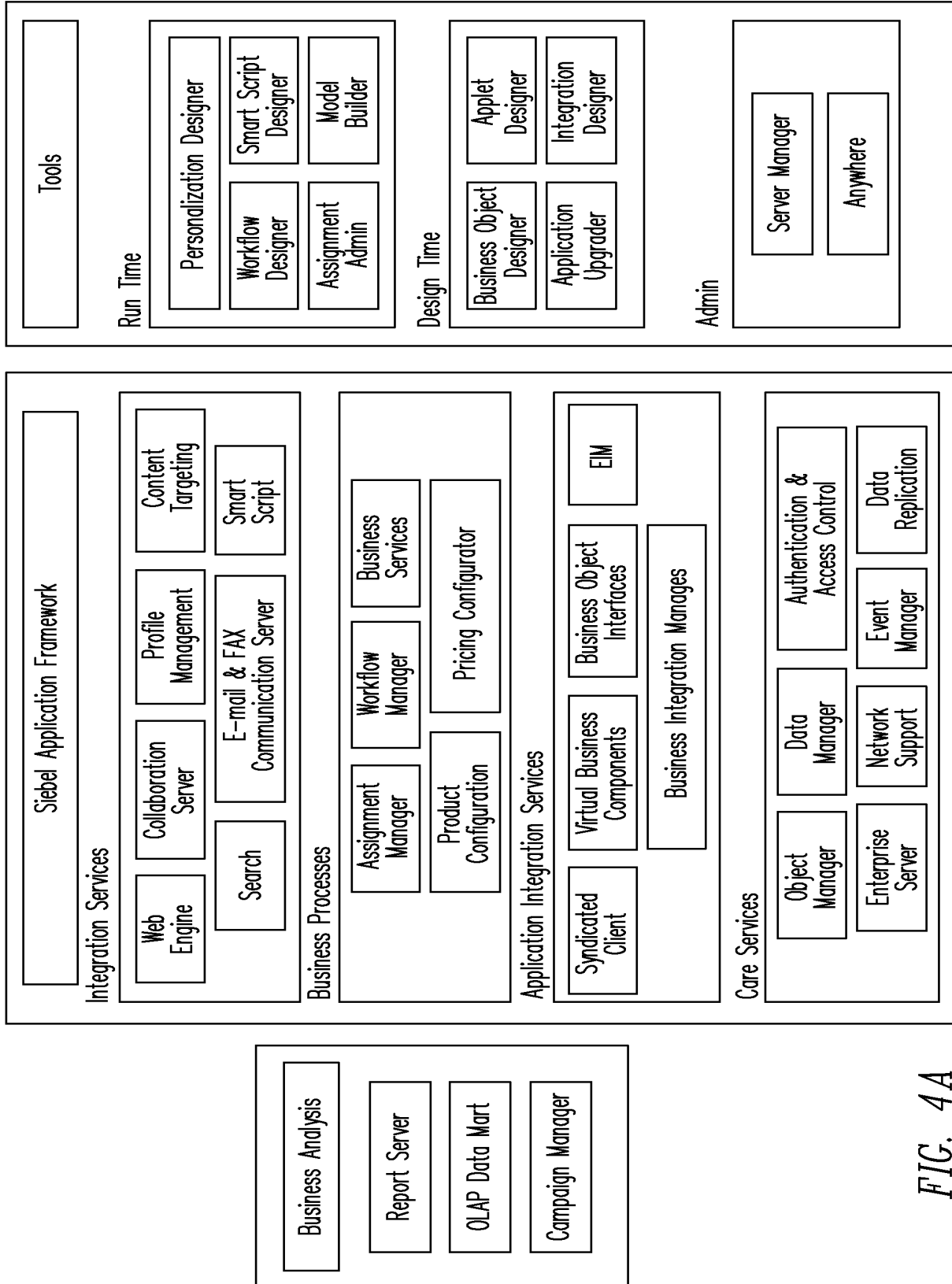


FIG. 4A

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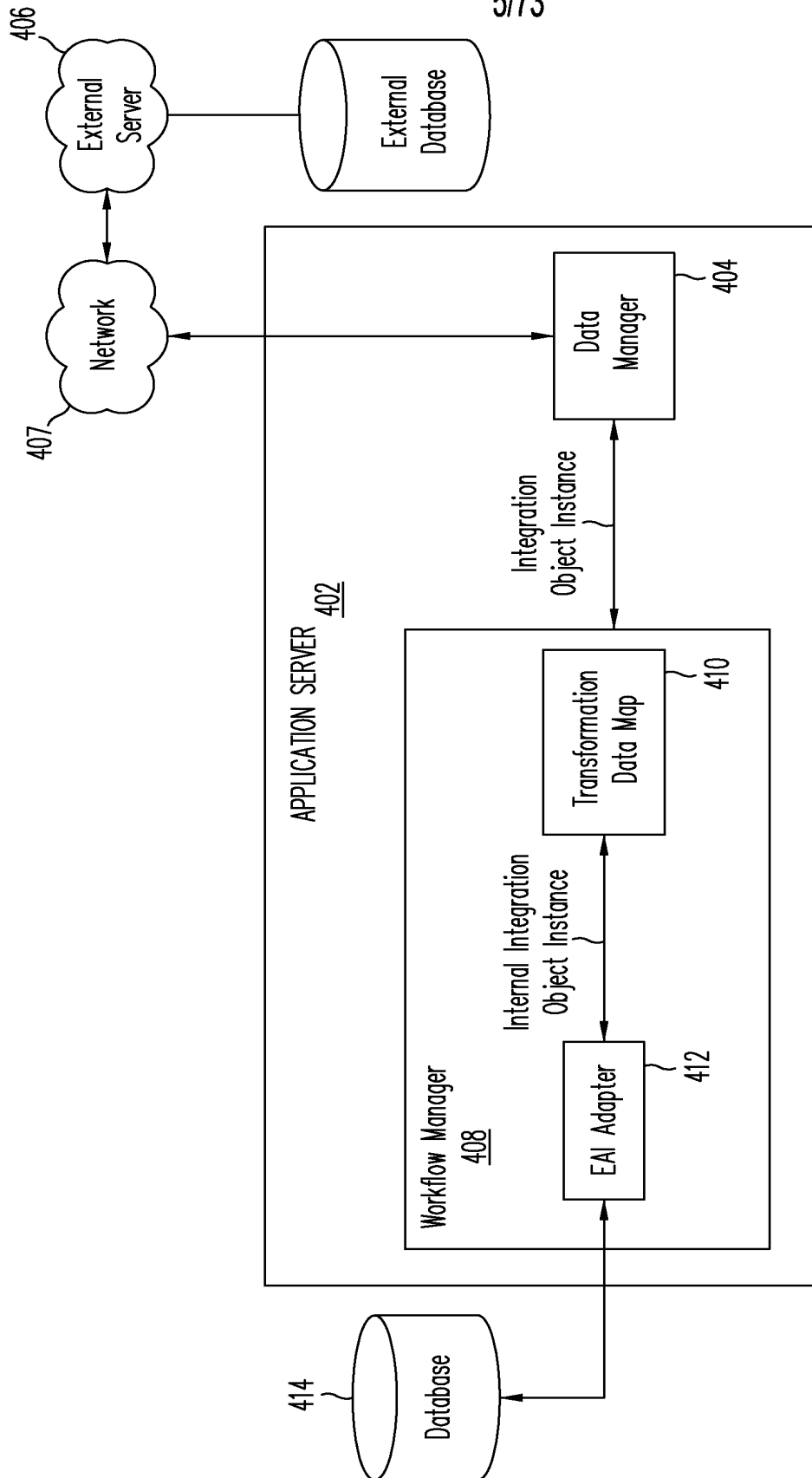


FIG. 4B

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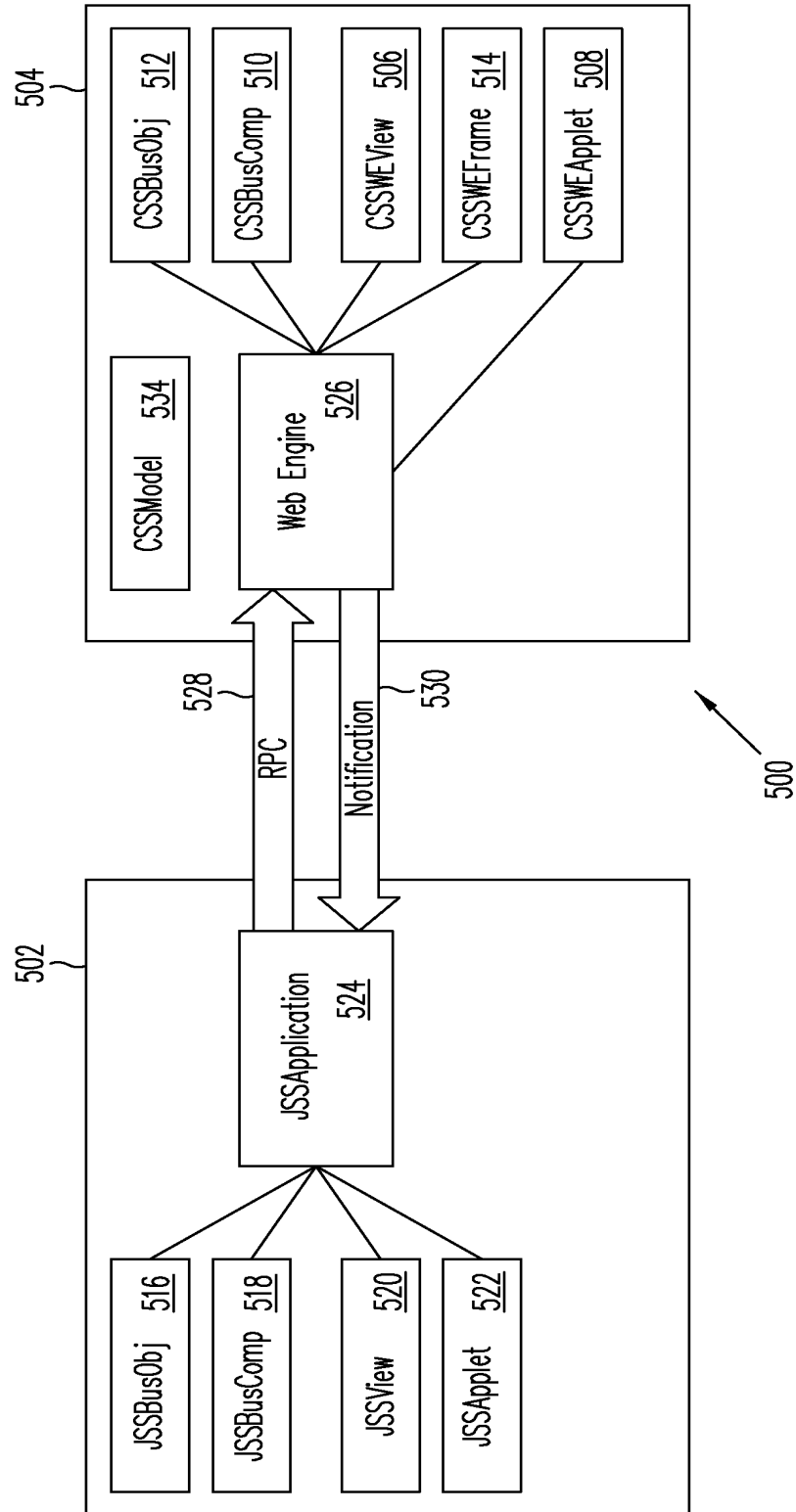


FIG. 5A

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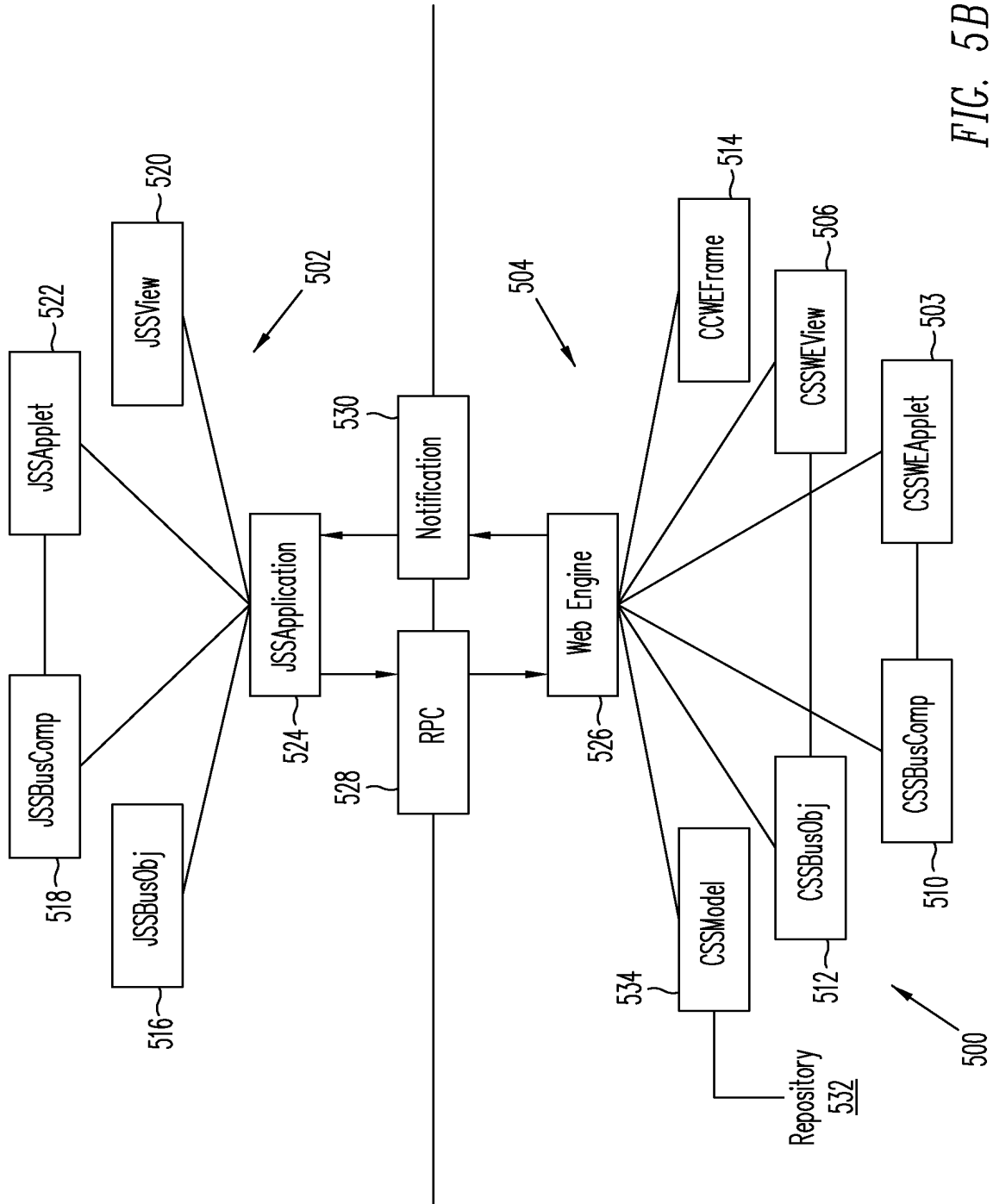


FIG. 5B

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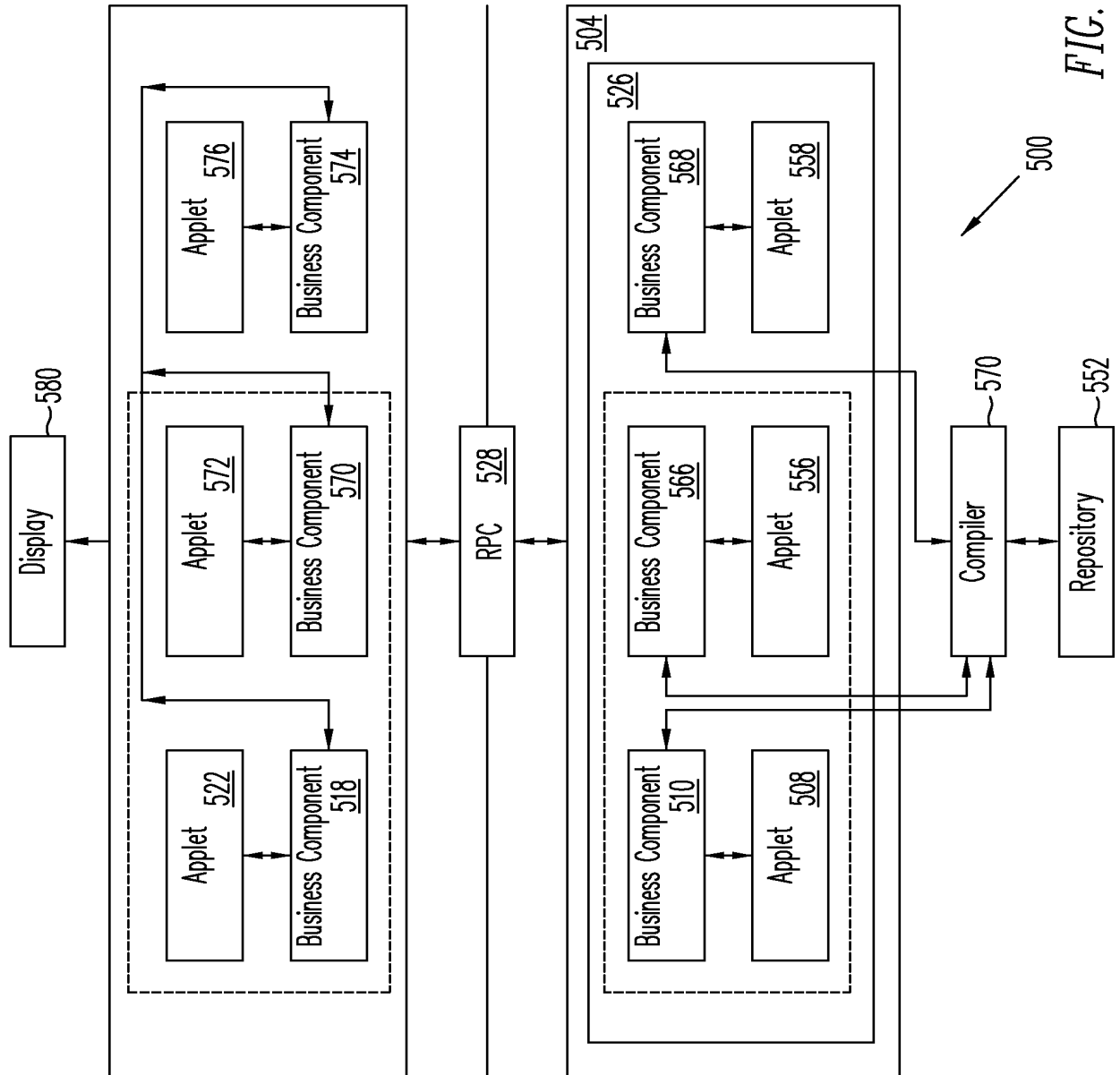


FIG. 5C

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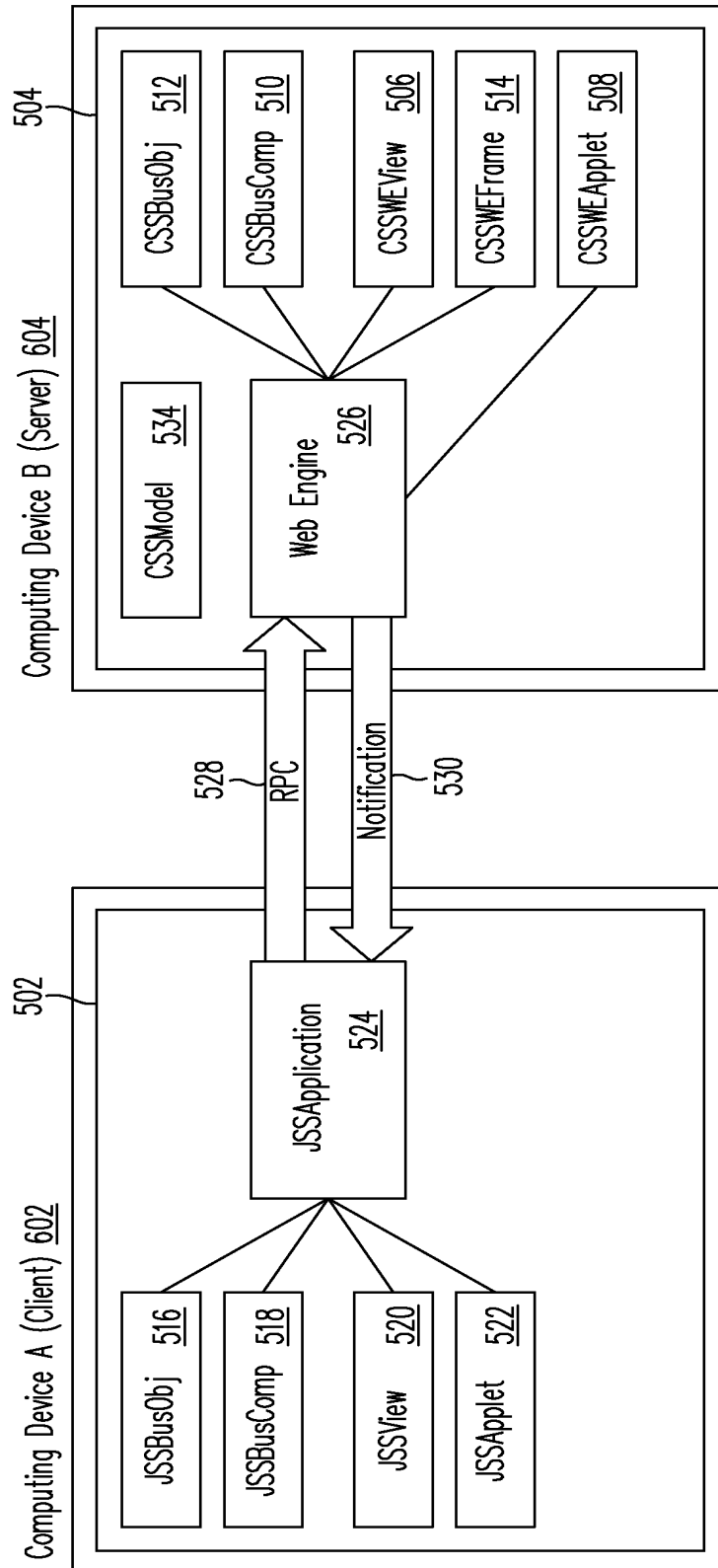


FIG. 6A

600

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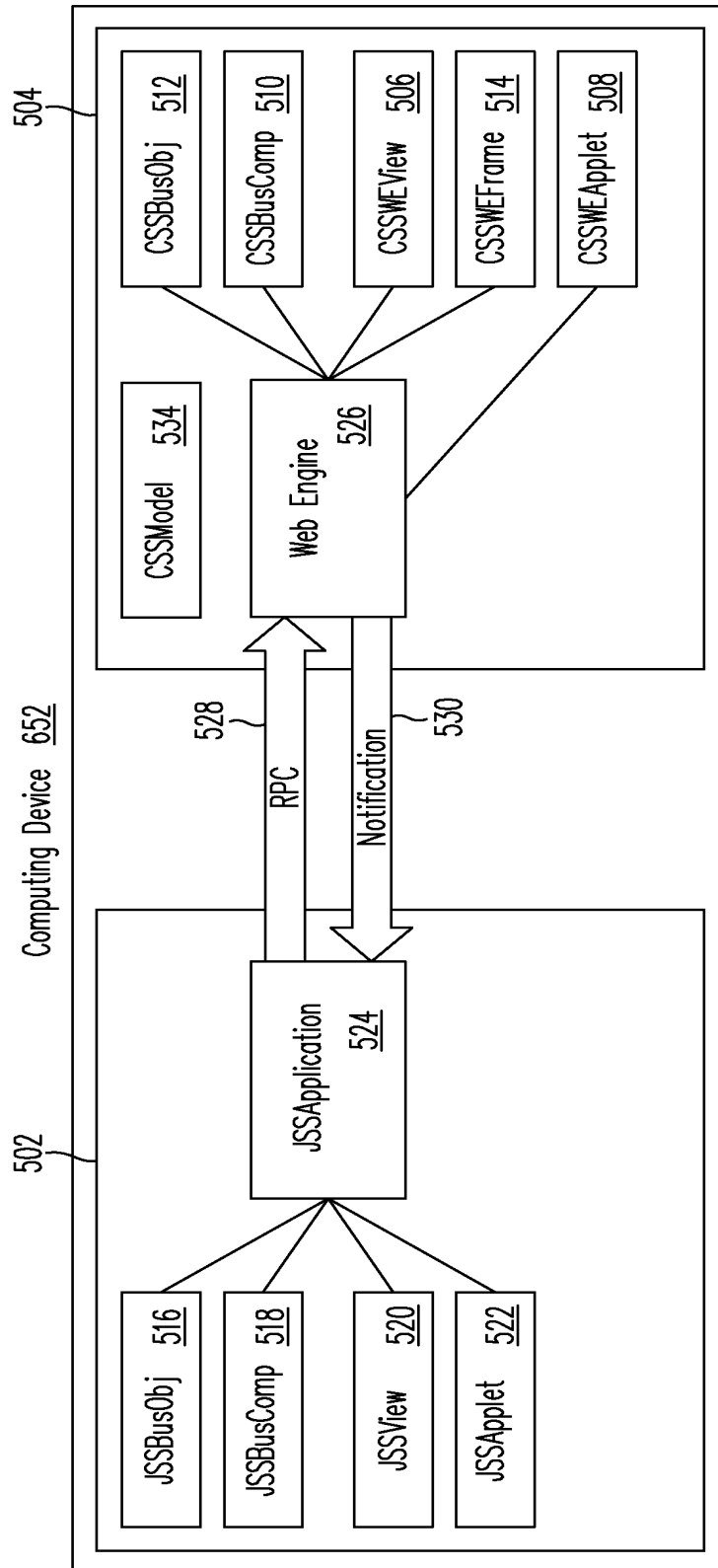


FIG. 6B

600

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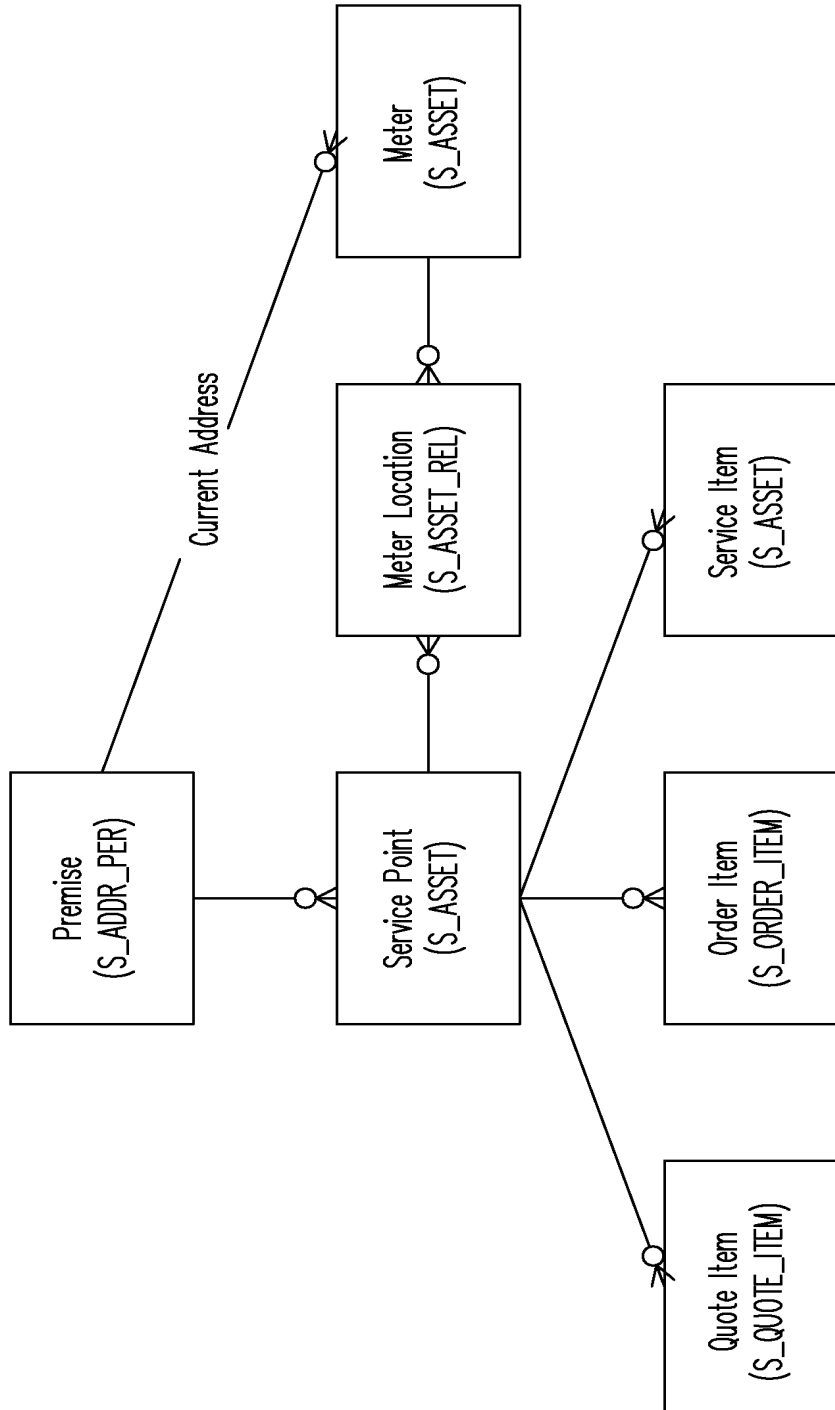


FIG. 7A

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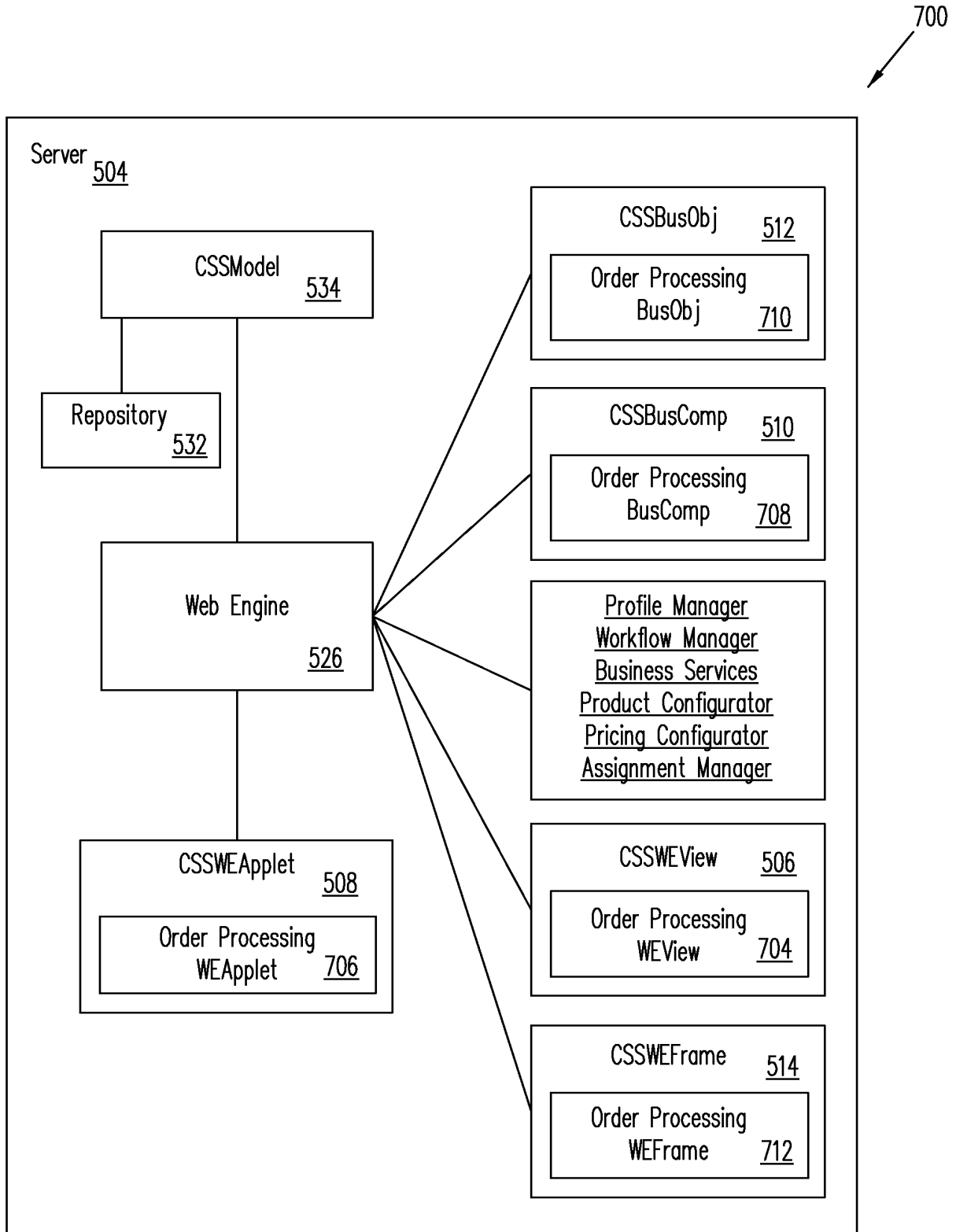


FIG. 7B

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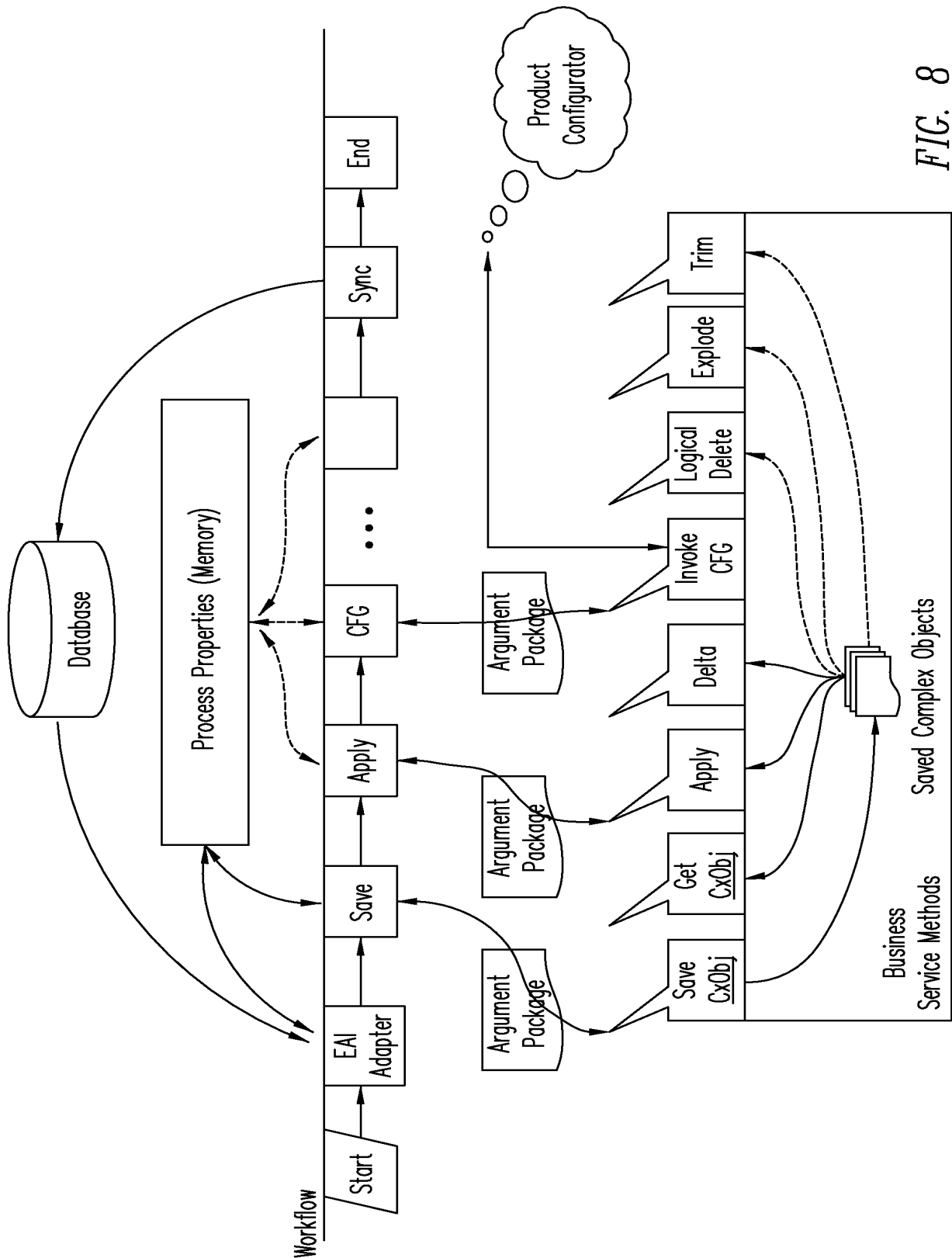


FIG. 8

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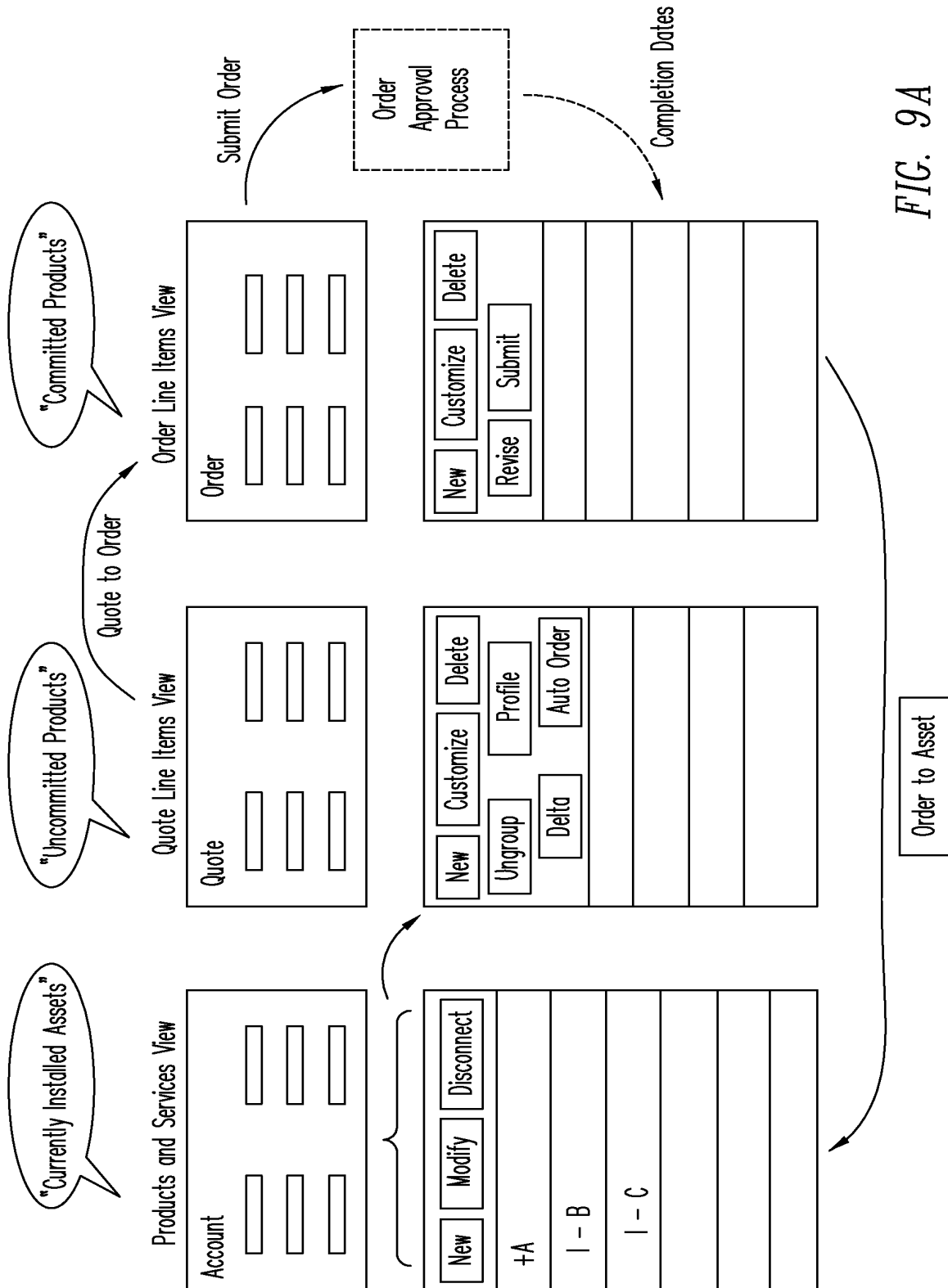


FIG. 9A

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FIG. 9B

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File Edit View Help																			
Home		Accounts		Premises		Work Orders		Trouble Tickets		Service Requests		Fraud Management		Credit Management		Agreements		Co	
Show: All Accounts		▼		▼		▼		▼		▼		▼		▼		▼		Null Query	
Account:																			
Accounts																			
New (New) (Save) (Cancel) 1-7 of 7																			
New		Name		Move		Parent		Main Phone#		Status		Type		Account Team		Account			
		ABC Americas East						(908) 456-8900		Active		Distributor		SADMIN		Customer			
		ABC Mart #18		Montgomery				(908) 325-6701		Active		Retailer		SADMIN		Customer			
<input type="checkbox"/>		ABC Mart #17		Princeton		ABC America East		(908) 325-6702		Active		Retailer		SADMIN		Customer			
		ABC Mart #21		Pennington				(908) 325-7801		Active		Retailer		SADMIN		Customer			
		ABC Mart HQ		HQ				(908) 456-8900		Active		Distributor		SADMIN		Customer			
		Ace Corporation						(908) 456-8900		Active		Distributor		SADMIN		Customer			
		Americas Accounts						(908) 456-8900		Active		Distributor		SADMIN		Customer			
More Info Account Affiliate Move Joint Catalogs Account D&B Reports Account Team Activities Activity Plans Address Profile Address																			
New (New) (Save) (Cancel) 3 of 7																			
* Name: ABC Mart #17 Site: Princeton																			
Address Line 1: Address Line 2: ...																			
ABC Mart #17 ...																			
City: State: ...																			
Zip: Country: ...																			
* Account Type: Retailer																			
Main Phone #: (908) 325-6702																			
Main Fax #: (908) 325-6705																			
* Account Class: Customer																			

FIG. 9C

Home	Premises	Accounts	Product Admin	Workflow Admin	Work Orders	Trouble Tickets	Service Requests	Agreements	Contacts
----------------------	--------------------------	--------------------------	-------------------------------	--------------------------------	-----------------------------	---------------------------------	----------------------------------	----------------------------	--------------------------

Account: A.K. Parker > Account:

Name: A.K. Parker Address Line 1: 1000 Industrial Way City: San Francisco Zip: 94684	Site: Address Line 2: State: CA
---	---

Synonyms: Status: Active Industries: Account Term: PBOONPCU	Account Type: Clinic Main Phone # Main Fax #
---	--

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Products & Services (Billing)			
Product Name ⇅	Service ID ⇅	Agreement Name ⇅	Service Description ⇅
Local Services Bundle	415-987-6786	A.K. Parker Agreement	Local Services Bundle
DSL Service		A.K. Parker Agreement	DSL Service
Wireless Service	415-987-7384	A.K. Parker Agreement	Wireless Service

Orders			
Status ⇅	Order Date ⇅	Order # ⇅	Type ⇅
Pending	07/12/2001	12-3829	Opportunity ⇅

Additional Account Info	
Billing Agreements Contacts	<u>926</u>
Recommended Products	<u>928</u>

Trouble Tickets	
Status ⇅	Abstract ⇅
Open	Busy signals when calling out
Open	Lots of wrong numbers

Quotes	
Status ⇅	Quote Number ⇅
Order Placed	12-3728

Products & Services (Service)	
Product Name ⇅	Service ID ⇅
Local Services Bundle	415-987-6786
DSL Service	
Wireless Service	415-987-7384

Quotes	
Status ⇅	Quote Number ⇅
Order Placed	12-3728

Trouble Tickets	
Status ⇅	Abstract ⇅
Open	Busy signals when calling out
Open	Lots of wrong numbers

Products & Services (Service)	
Product Name ⇅	Service ID ⇅
Local Services Bundle	415-987-6786
DSL Service	
Wireless Service	415-987-7384

Quotes	
Status ⇅	Quote Number ⇅
Order Placed	12-3728

Trouble Tickets	
Status ⇅	Abstract ⇅
Open	Busy signals when calling out
Open	Lots of wrong numbers

Products & Services (Service)	
Product Name ⇅	Service ID ⇅
Local Services Bundle	415-987-6786
DSL Service	
Wireless Service	415-987-7384

Quotes	
Status ⇅	Quote Number ⇅
Order Placed	12-3728

Trouble Tickets	
Status ⇅	Abstract ⇅
Open	Busy signals when calling out
Open	Lots of wrong numbers

Products & Services (Service)	
Product Name ⇅	Service ID ⇅
Local Services Bundle	415-987-6786
DSL Service	
Wireless Service	415-987-7384

Quotes	
Status ⇅	Quote Number ⇅
Order Placed	12-3728

Trouble Tickets	
Status ⇅	Abstract ⇅
Open	Busy signals when calling out
Open	Lots of wrong numbers

Products & Services (Service)	
--	--

FIG. 9D-2

FIG. 9D-2

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More Info

Agreements

Attachments

Bill To/Ship To

Orders

Terms & Totals

Charts

(New) (Save) (Reprice) (Reprice All) (Delta Quote) (Customize) (Sum components) (Service) (Renumber) (Profile) (Ungroup)

Sequence	Qty	Item	Start Price	Net Price	Extended Price	UoM	Service ID	Service Point ID	Action
1	10	California Wireless	150.00	150.00	1500.00	Each		12-48HDJ39	
2	1	Call Waiting	3.00	3.00	30.00	Per Month	273498201		Update
3	1	Nokia 8009	160.00	160.00	160.00	Each			Add
4	1	Hands Free Accessin	25.00	0.00	0.00	Each			Delete

Totals

Line Item Detail

Attributes

Deals

(New) (Save) (Cancel) (Previous) (Next) 1 of 5

Product: California Wireless 600 ...

Service ID: ...

Service Point ID: ...

Action: Add

Package: ...

Service: ☒ ...

Service Asset#: ...

Service Account: A.K. Parker (Service)

Billing Account: A.K. Parker (Billing)

Agreement Name: Test Agreement

Qty: 10

Write-In Product: ...

Attributes: ...

Covered Product: ...

Start Price: 89.99

Disc %: 10

Disc Amount: ...

Disc Price: ...

☐ Keep Discount:

Current Discount: ...

Next Discount: ...

Net Disc %: 10

UoM: ...

Comment: ...

Pricing Co: ...

Product: ...

Part #: ...

Upsell: ...

FIG. 9D-3

Totals		Line Item Detail		Attributes	
Save		1-2 of 2			
Attribute Name	Data Type	Value	Description	Action	
No. of Rings	Number	6	Number of rings before call is forwarded	Update	
Forwarding No.	Text	(650) 278-3632	Number to forward call to		

FIG. 9D-4

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FIG. 9E

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Sales Order

New

Save

Revise

Submit

1 of 7+

* Order #:

36-14791176

Type:

Sales Order

Priority:

Medium

* Status:

Open

Revision:

1

Account:

A.K. Parker

Site:

Santa Clara

Last Name:

Opperman

First Name:

Giles

Service Account:

A.K. Parker (Service)

Billing Account:

A.K. Parker (Billing)

Description:

Description for the Sales Order.

Team:

KLAKSHMI.

Organization:

Default Organization

* Currency:

USD

Opportunity:

Service Warranties for Pe

Quote #:

10-3V6RF

SR#:

38-J637WEBX

Agreement Name:

Test Agreement

More Info

Line Items

Terms

Payment

Attachments

Charts

Back Office (Oracle) 10.7

Line Items (SAP 52K)

Back Office (Oracle) 11

Line Item

New

Save

Customize

repriceAll

Disconnect

Auto-Asset

1-1 of 1

Sequence	Qty	Item	Start Price	Net Price	Extended Price	UoM	Service ID	Status	Action	Service Account	Billing Account	Ag
1	1	California Wireless	50.00	50.00	50.00	Each		Pending	Update	A.K. Parker (Service)	A.K. Parker (Billing)	Tes

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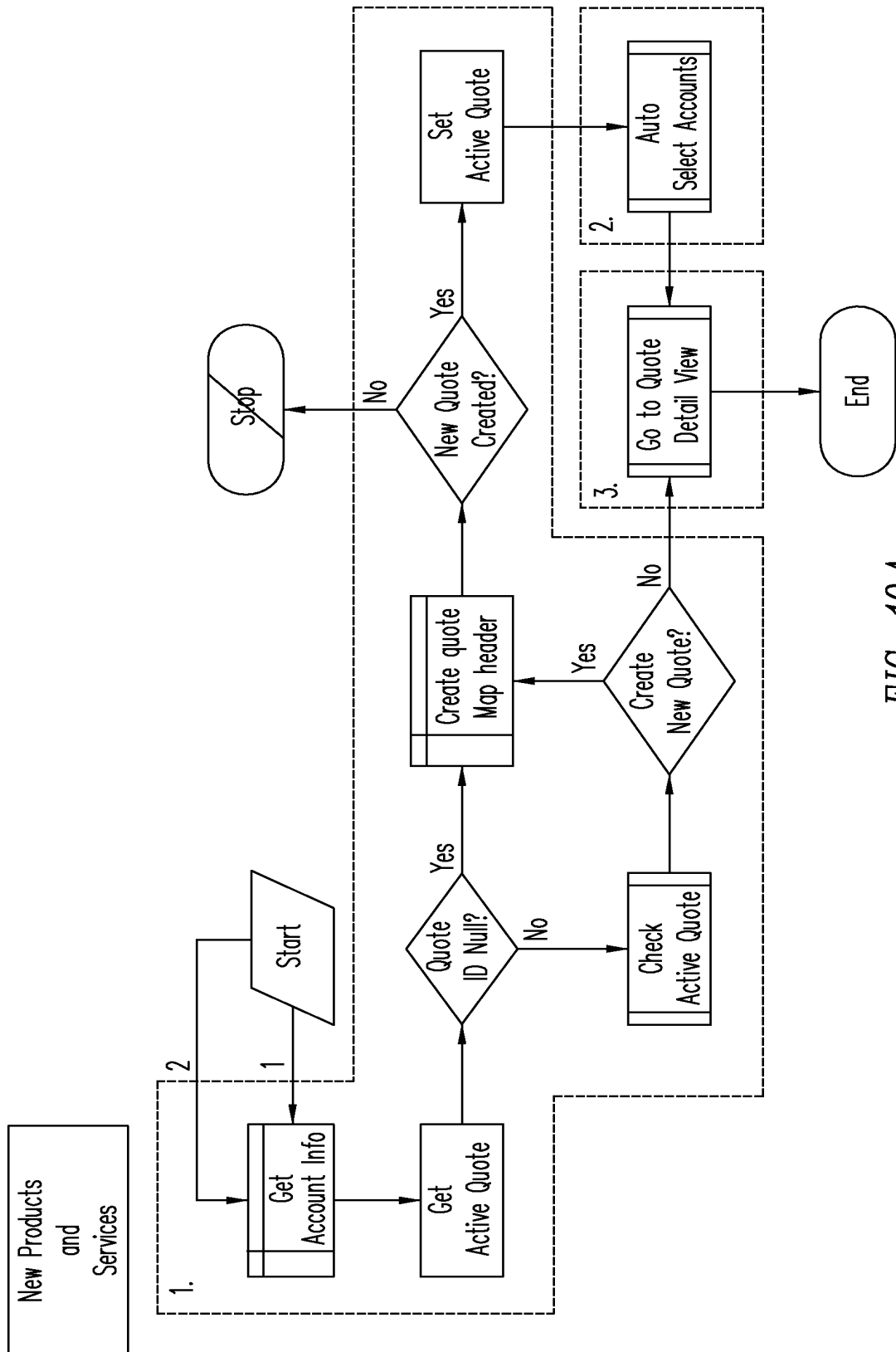


FIG. 10A

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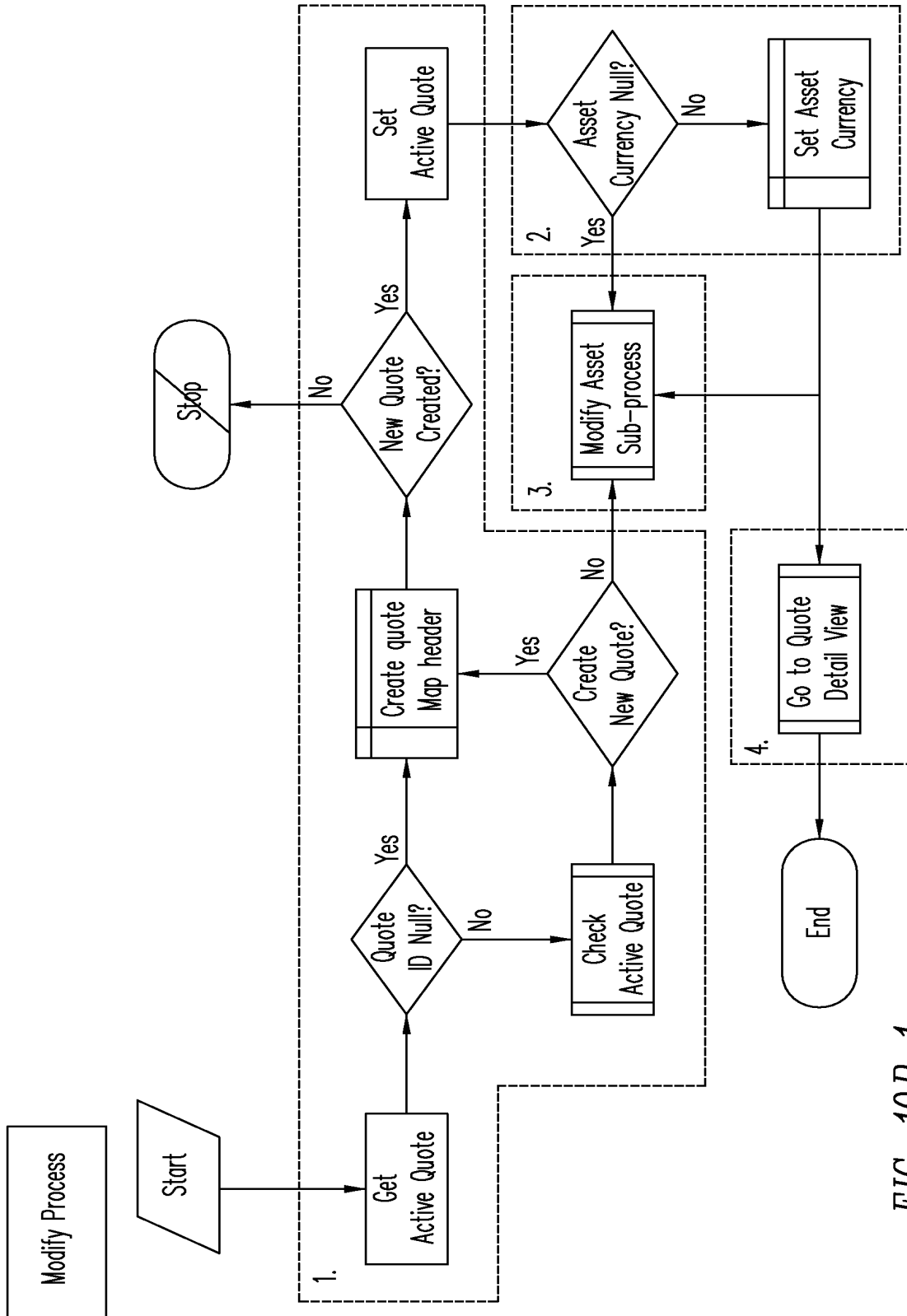


FIG. 10B-1

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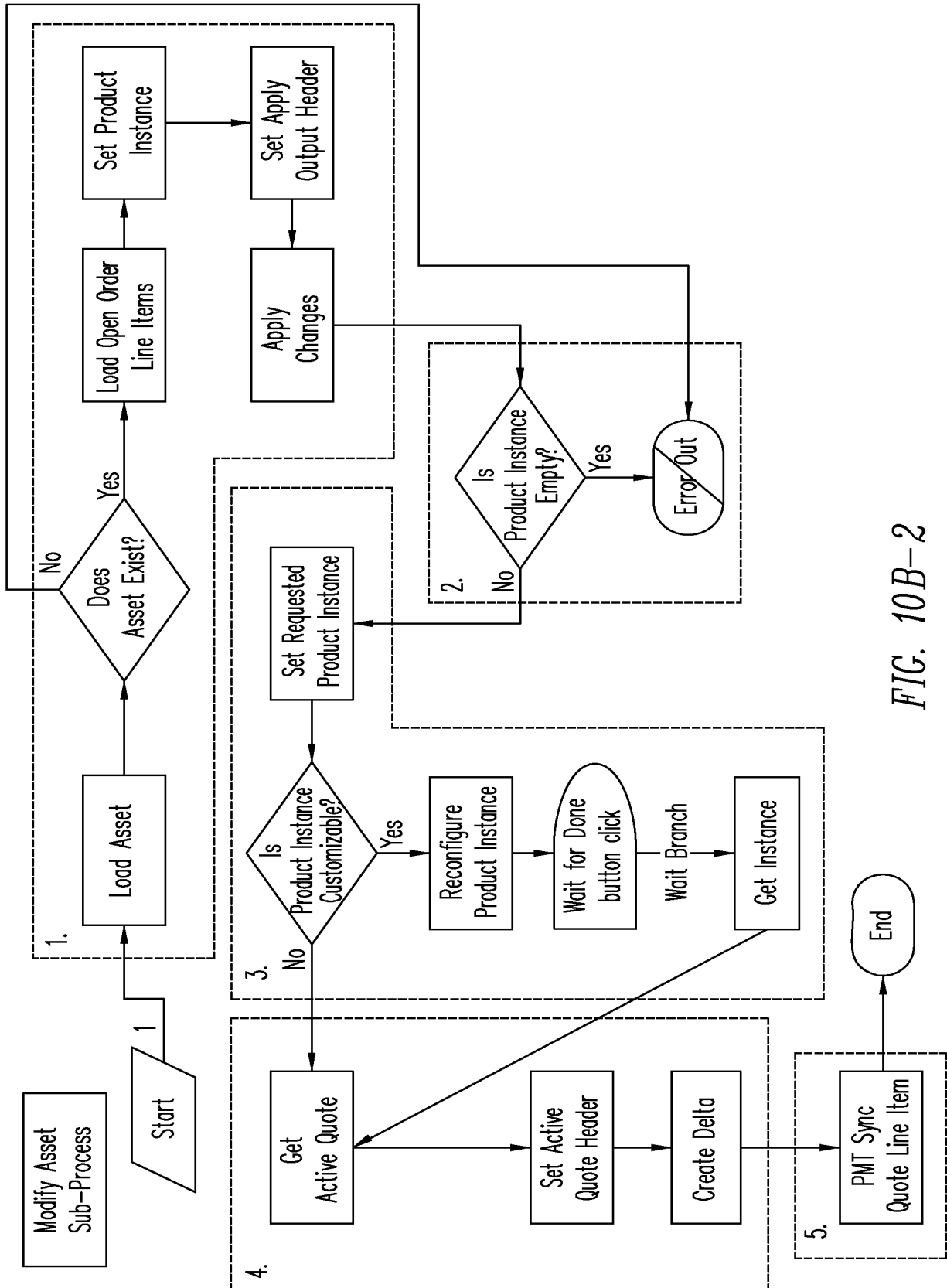


FIG. 10B-2

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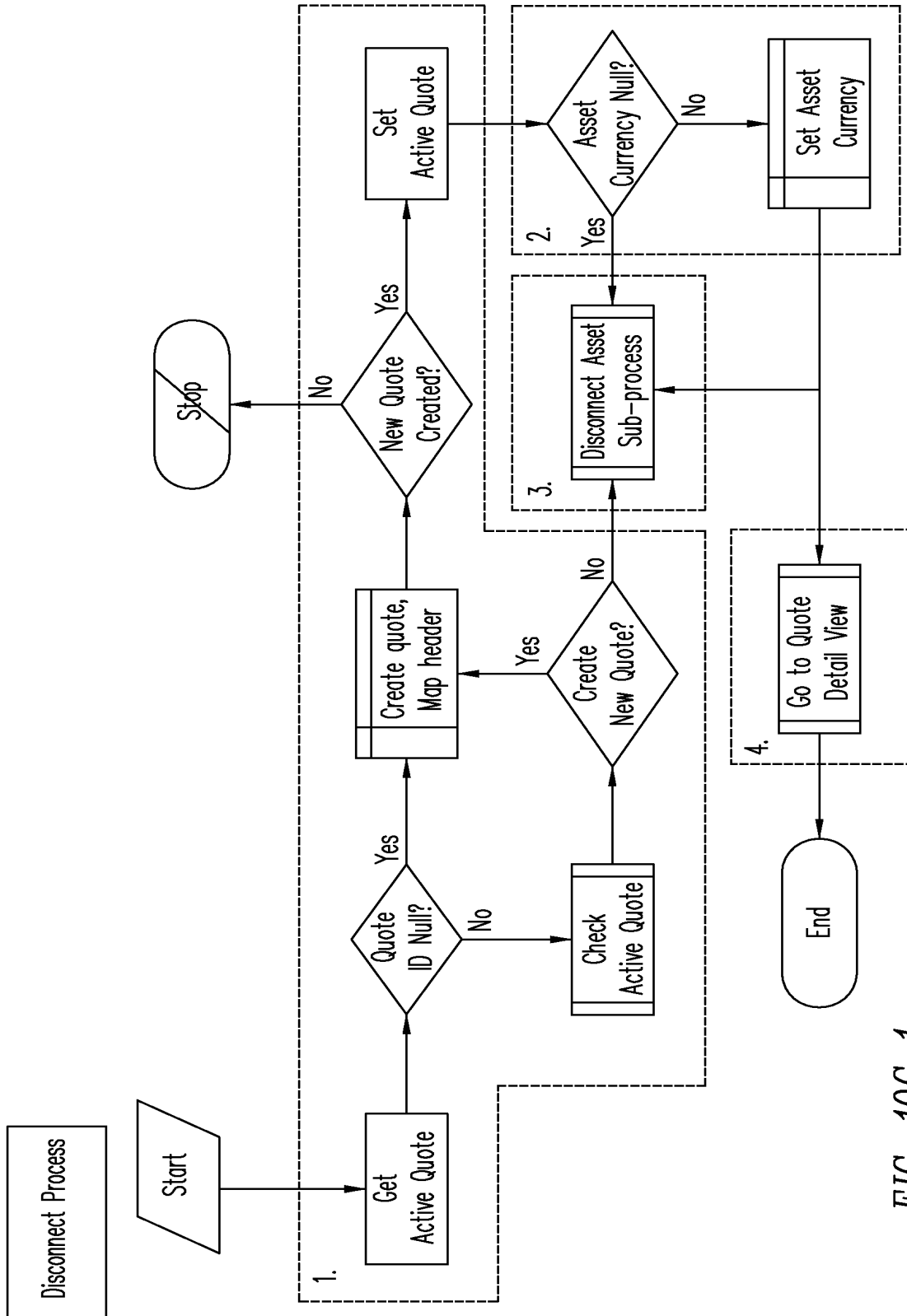
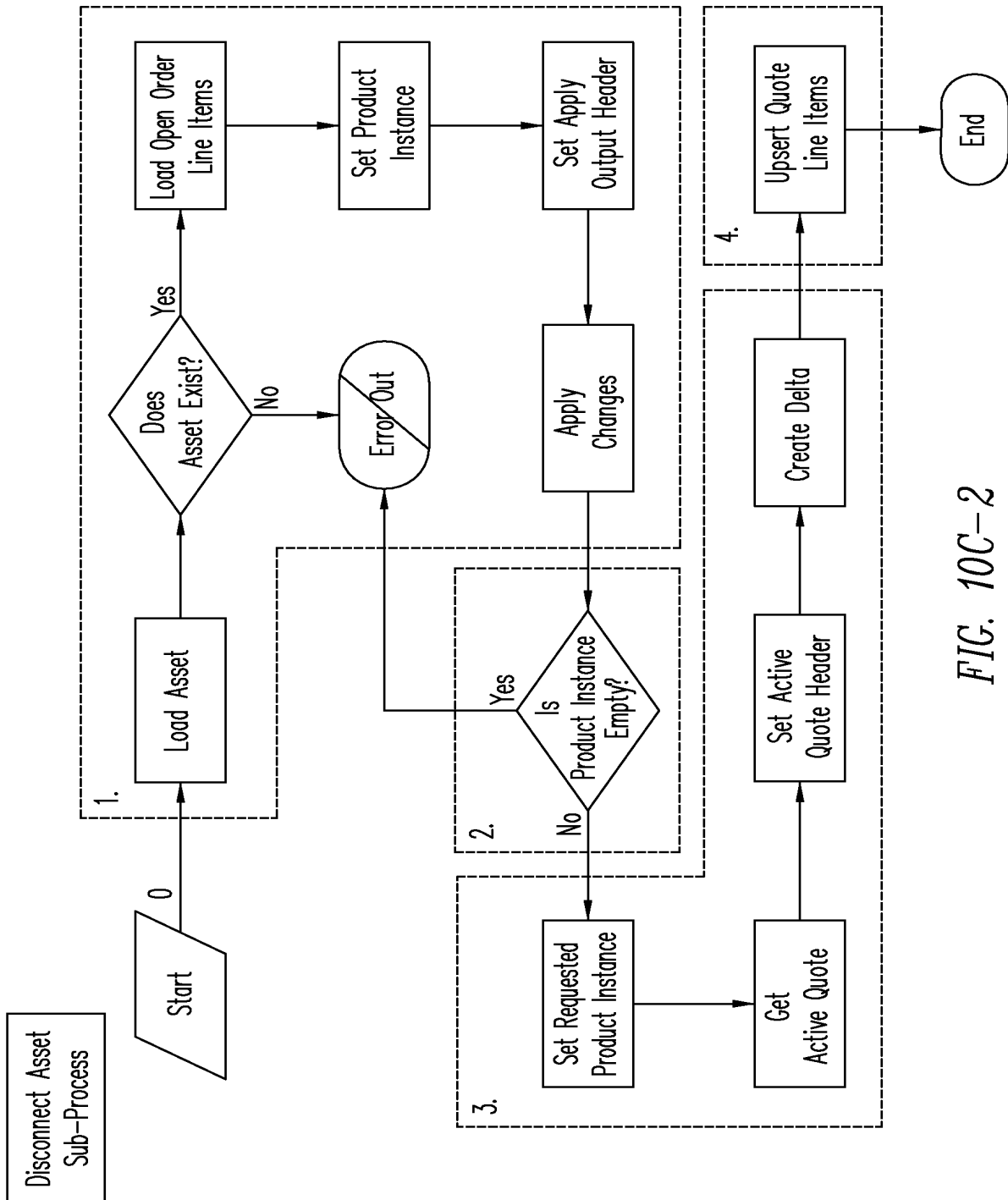
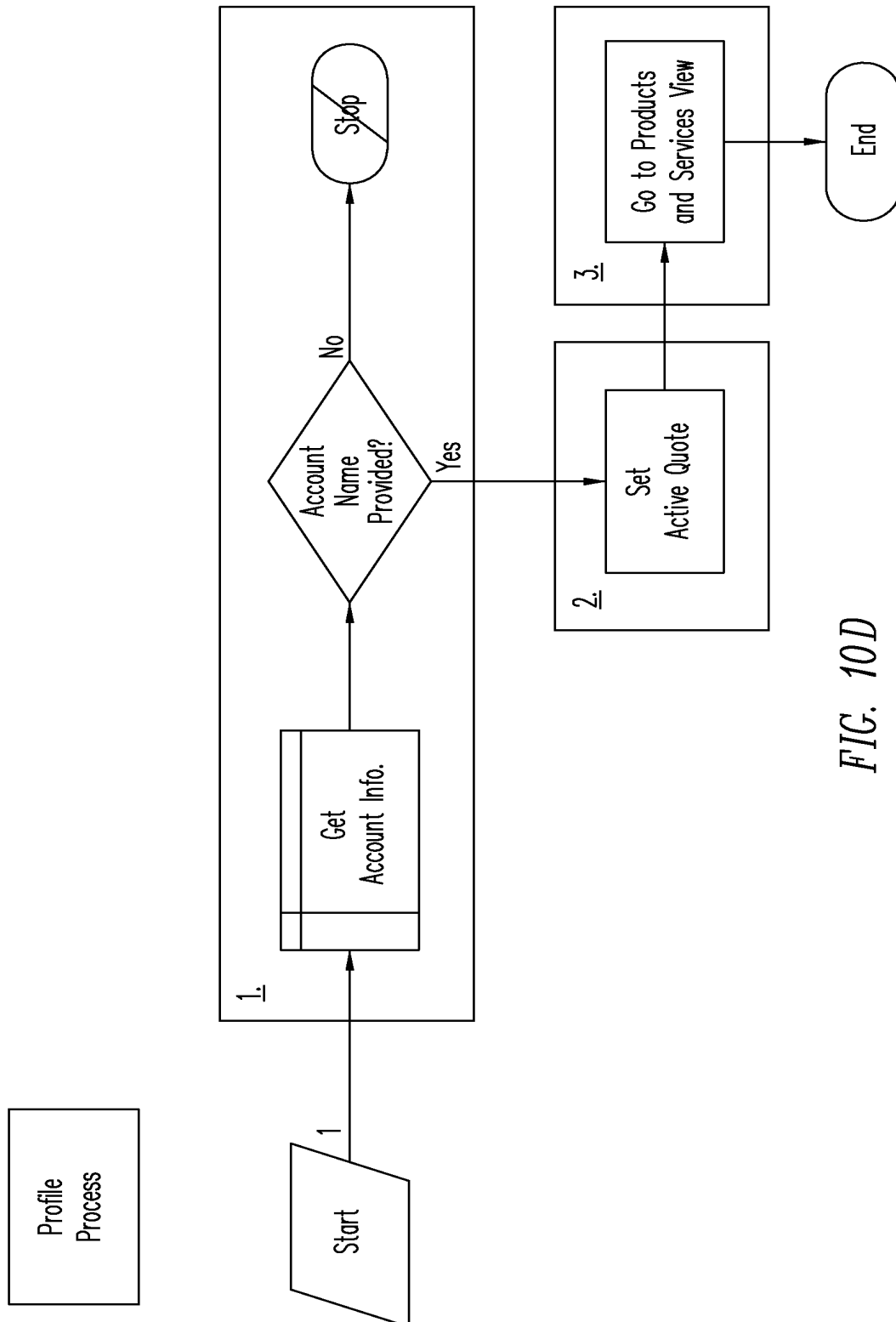


FIG. 10C-1

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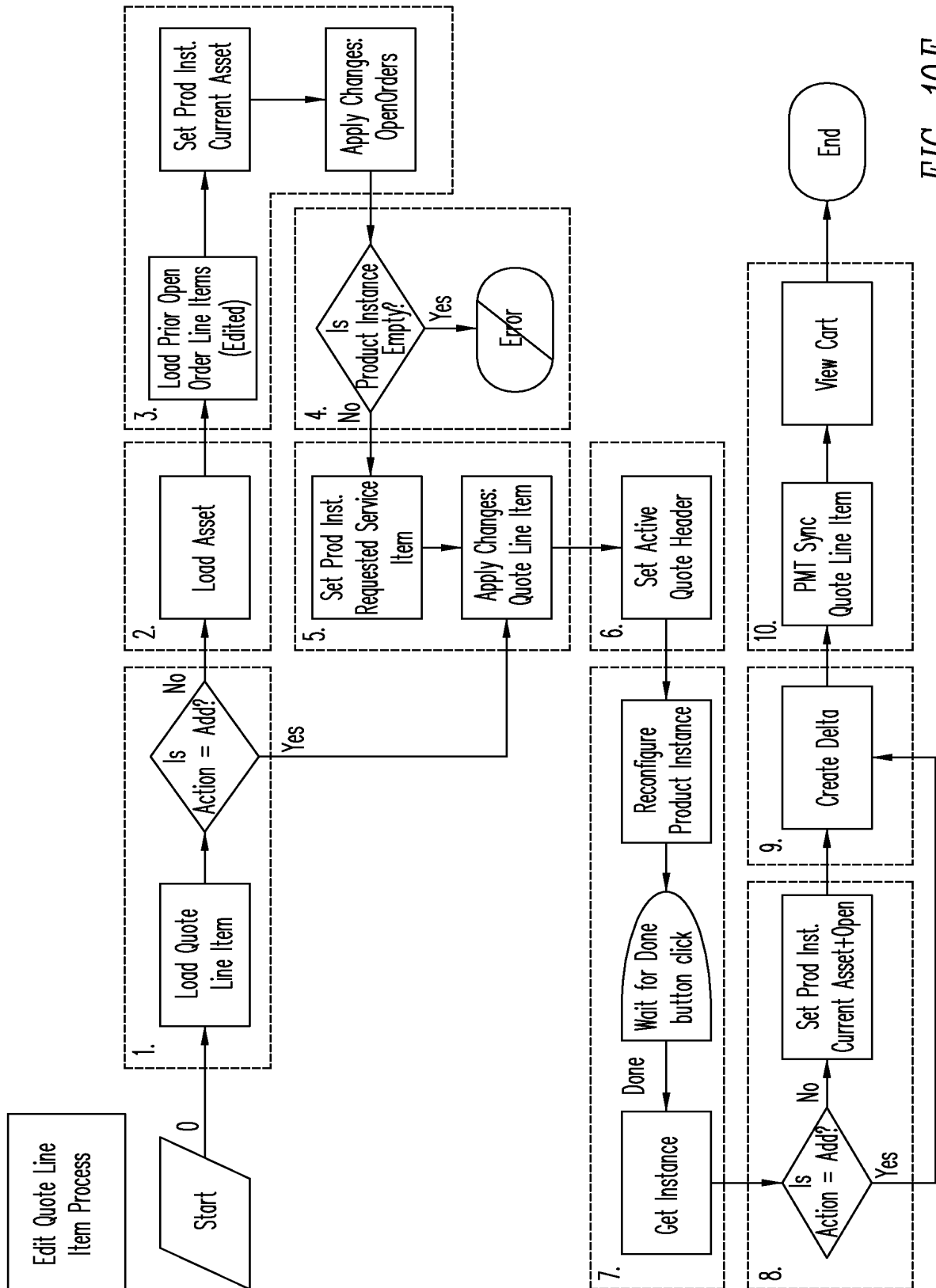


FIG. 10E

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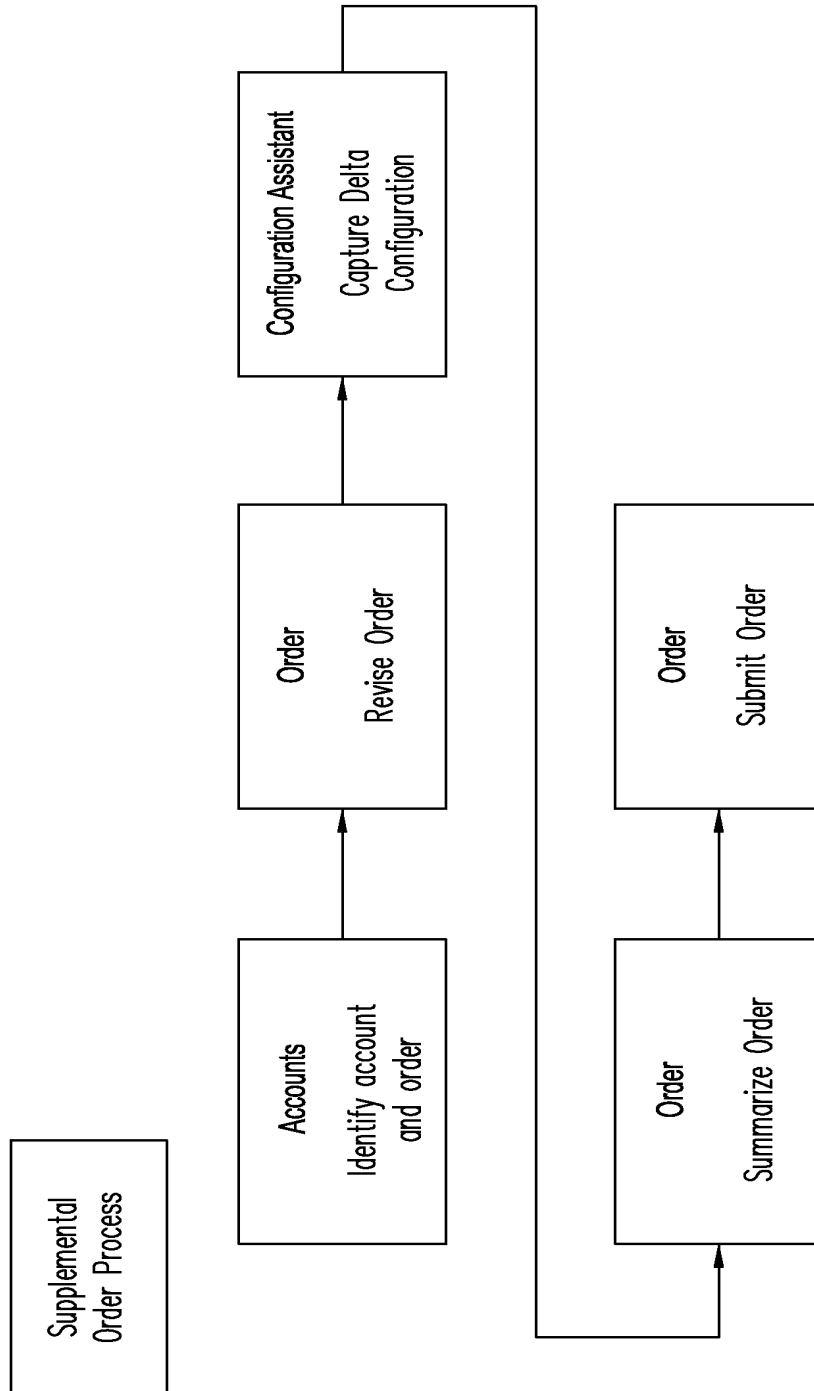


FIG. 10F

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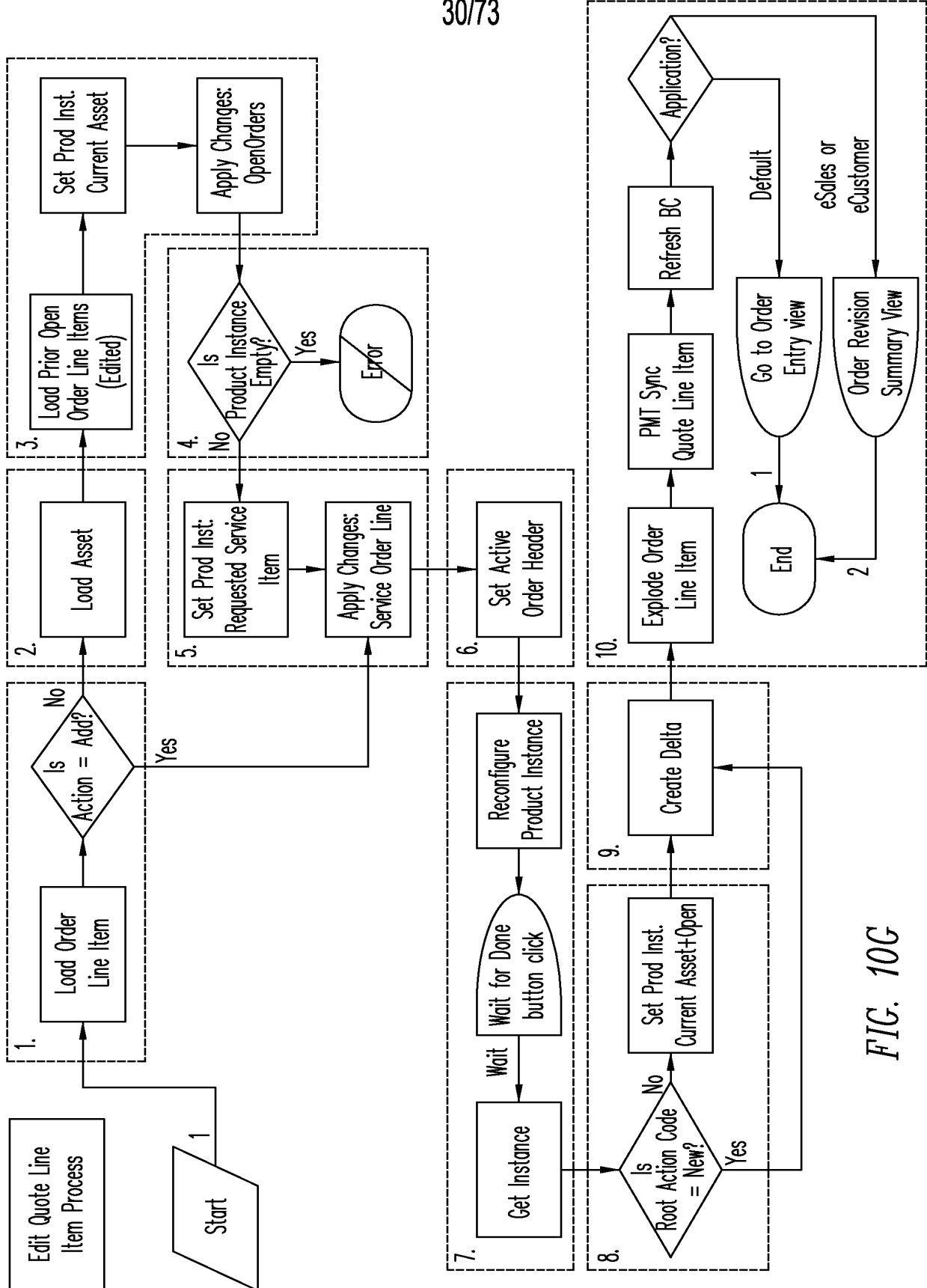


FIG. 10G

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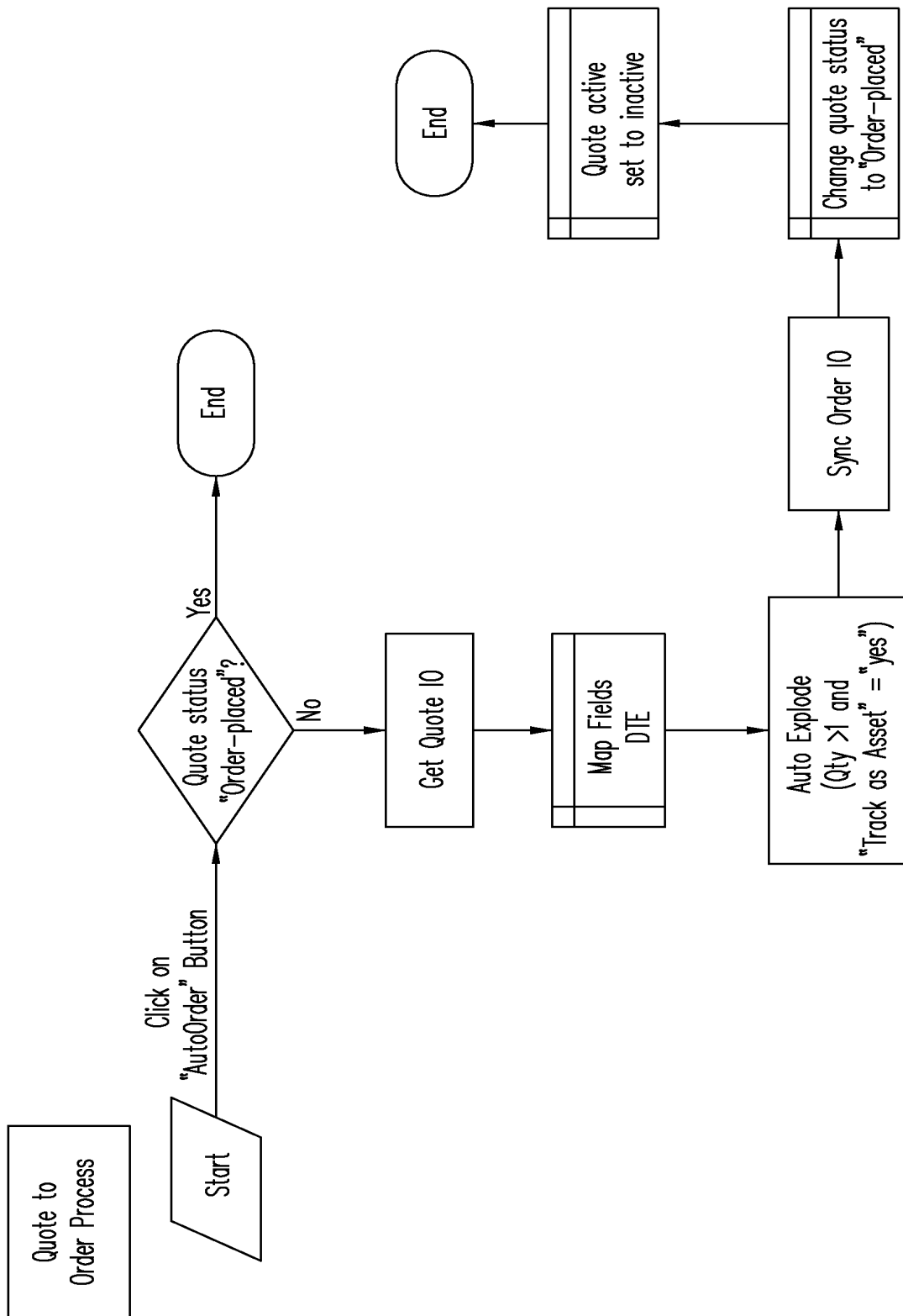


FIG. 10H-1

FIG. 10H-2

Sales Order
Service Order
Columns Displayed...
Advanced Sort...
Change Records
Merge Records
Import...
Export...
Select All
Invert Selection
New Record
Edit Record
Save Record
Copy Record
Undo Record
Delete Record
New Query
Run Query
Refine Query
First Records
Last Records

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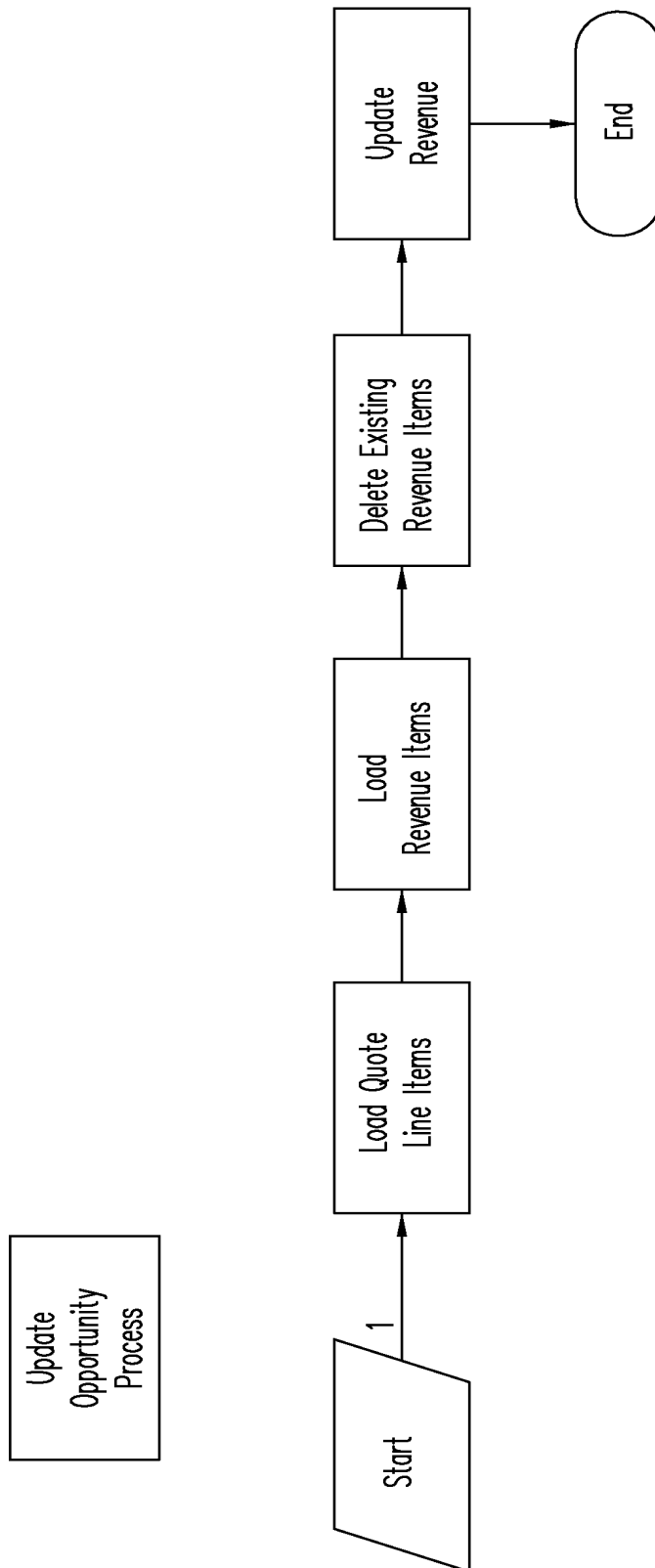


FIG. 10I

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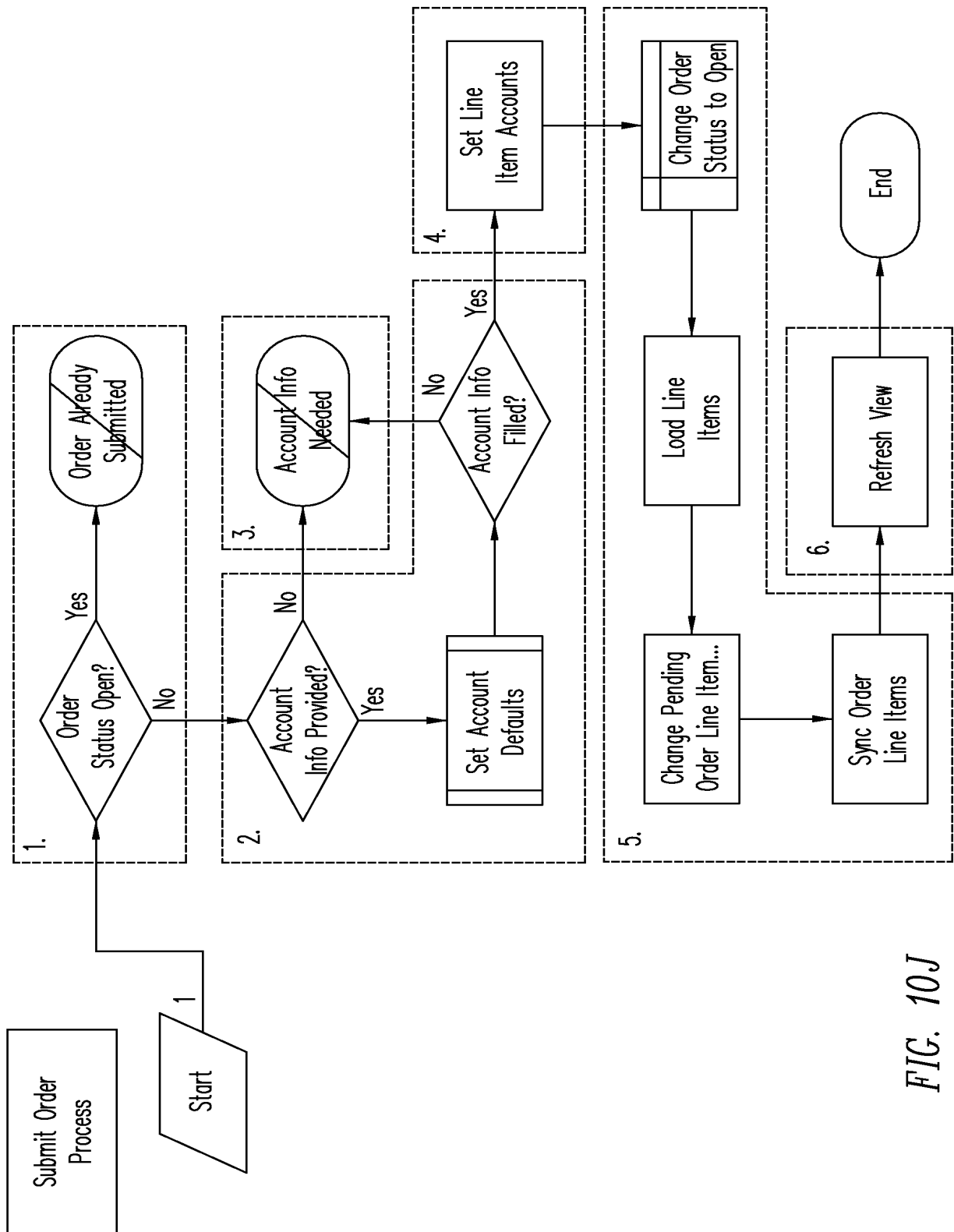


FIG. 10J

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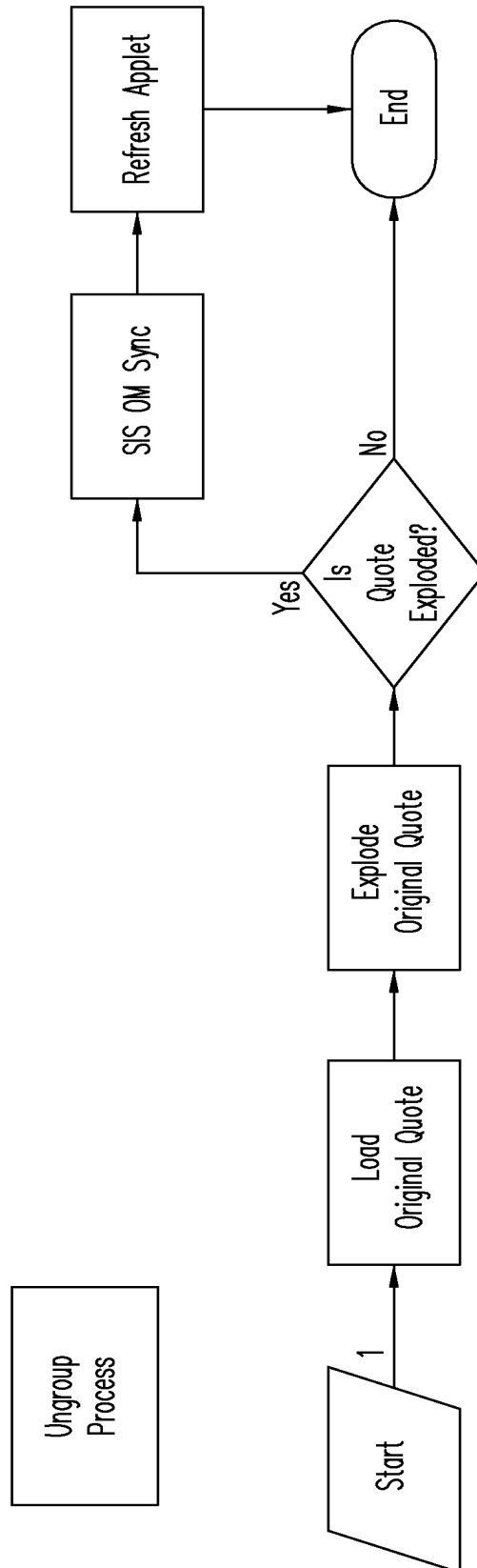
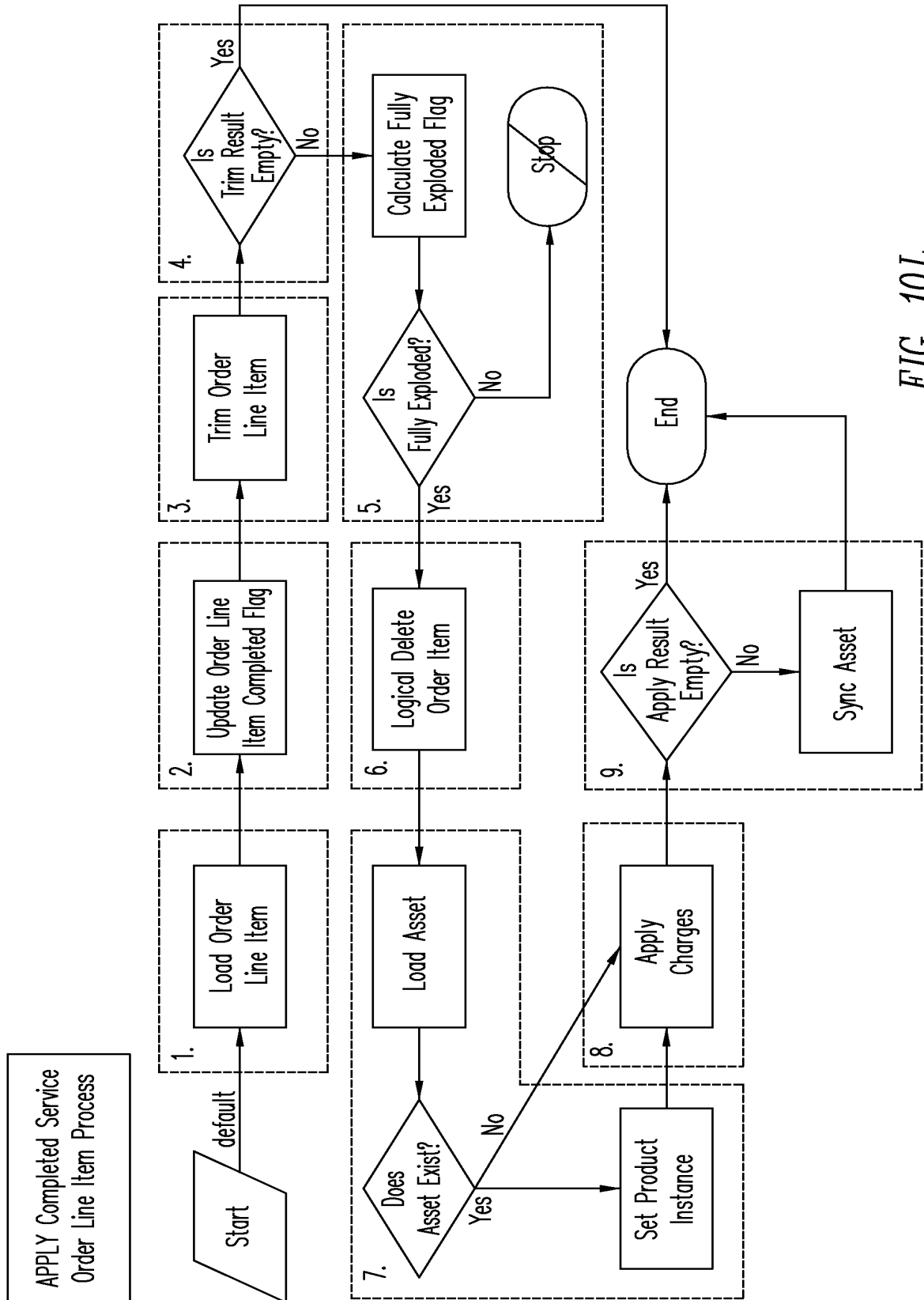
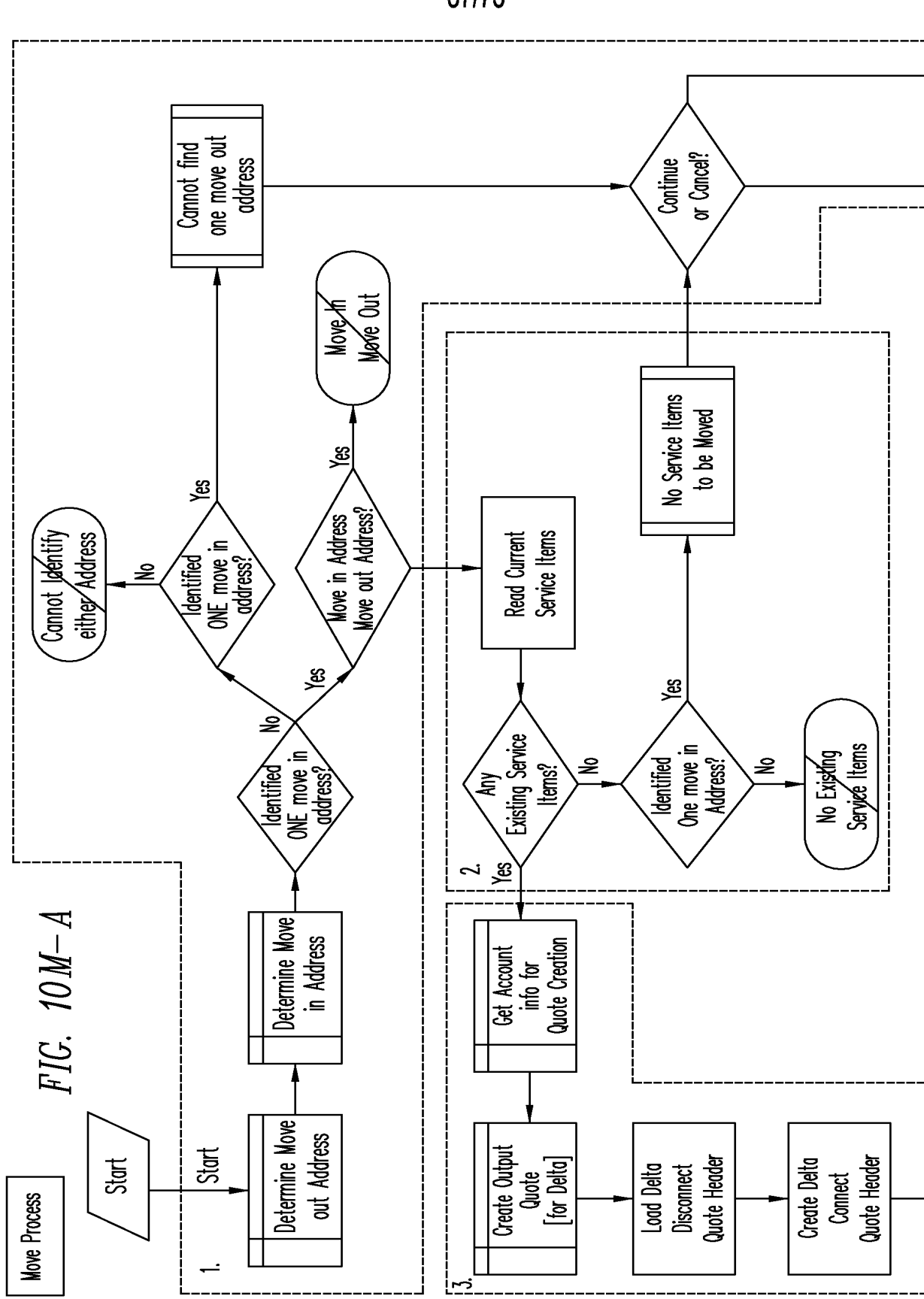


FIG. 10K

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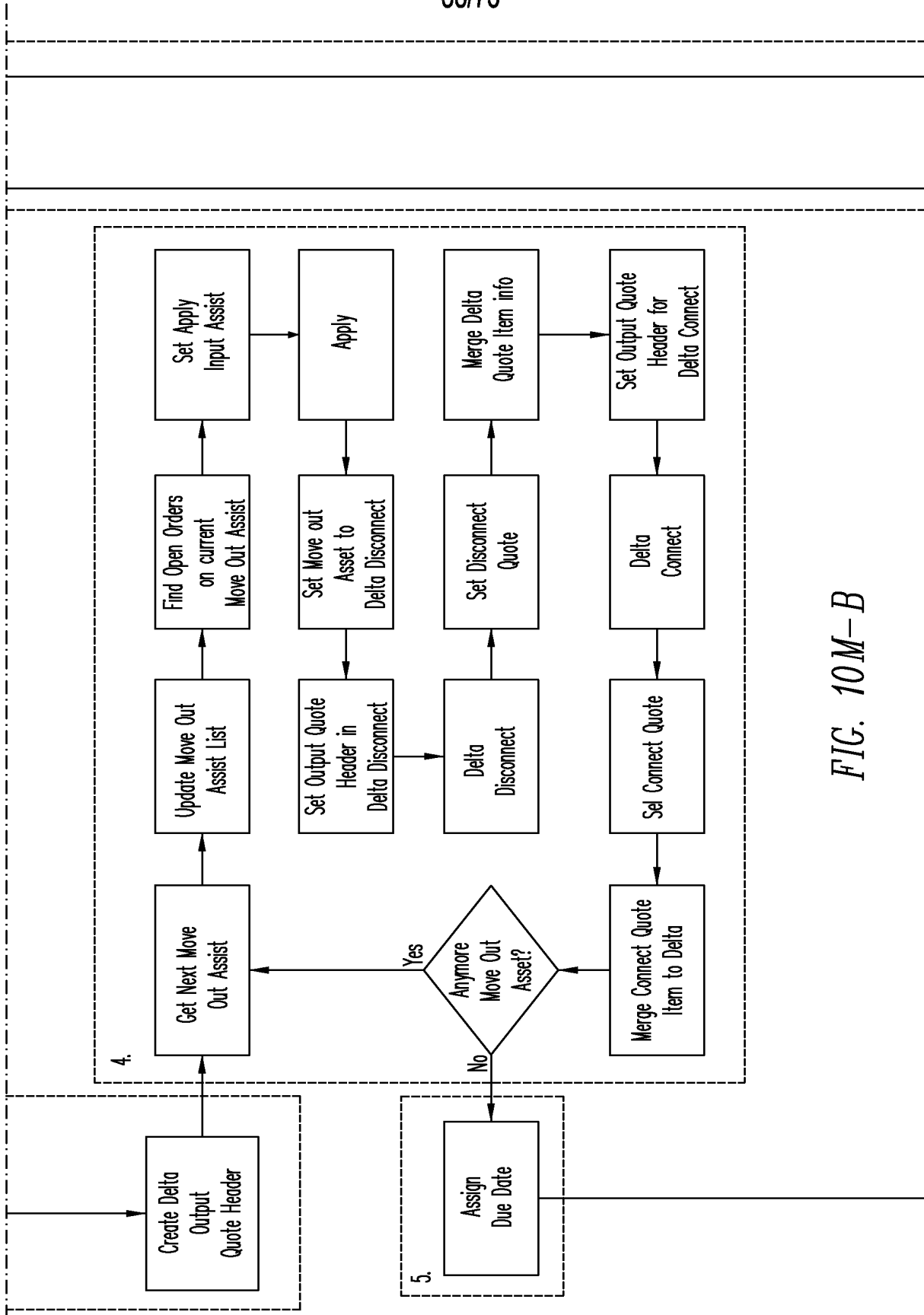
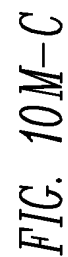


FIG. 10M-B



Key To

FIG. 10M

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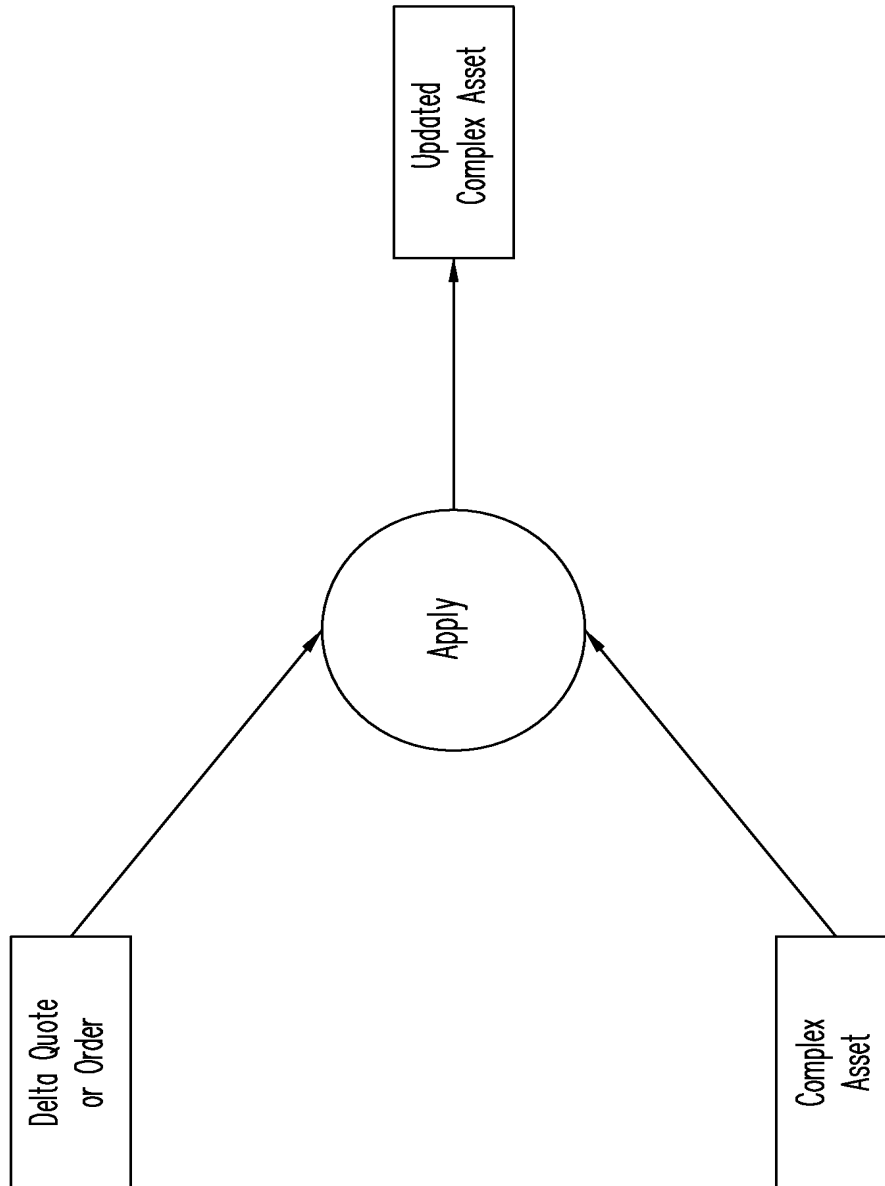


FIG. 11A

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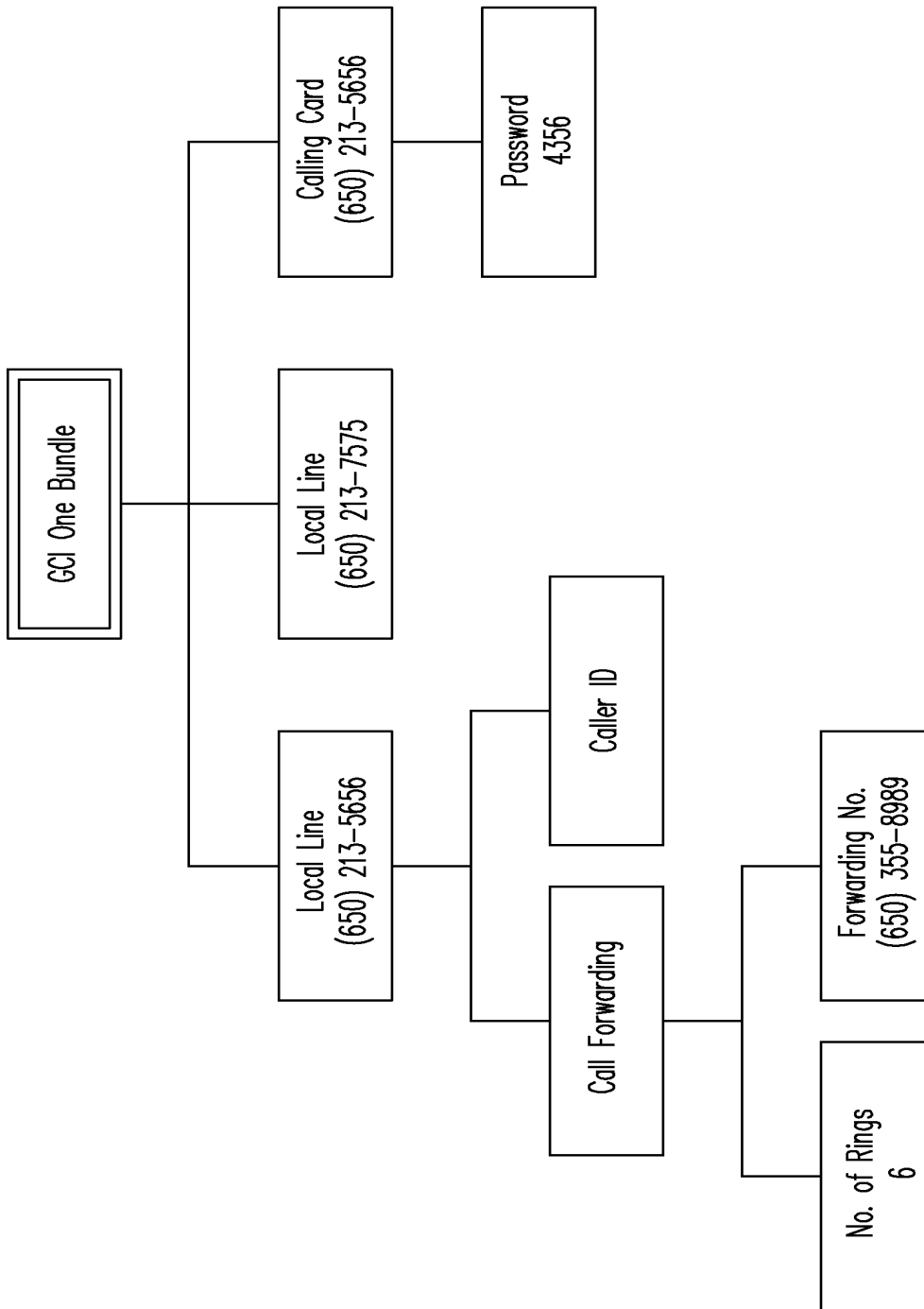


FIG. 11B-1

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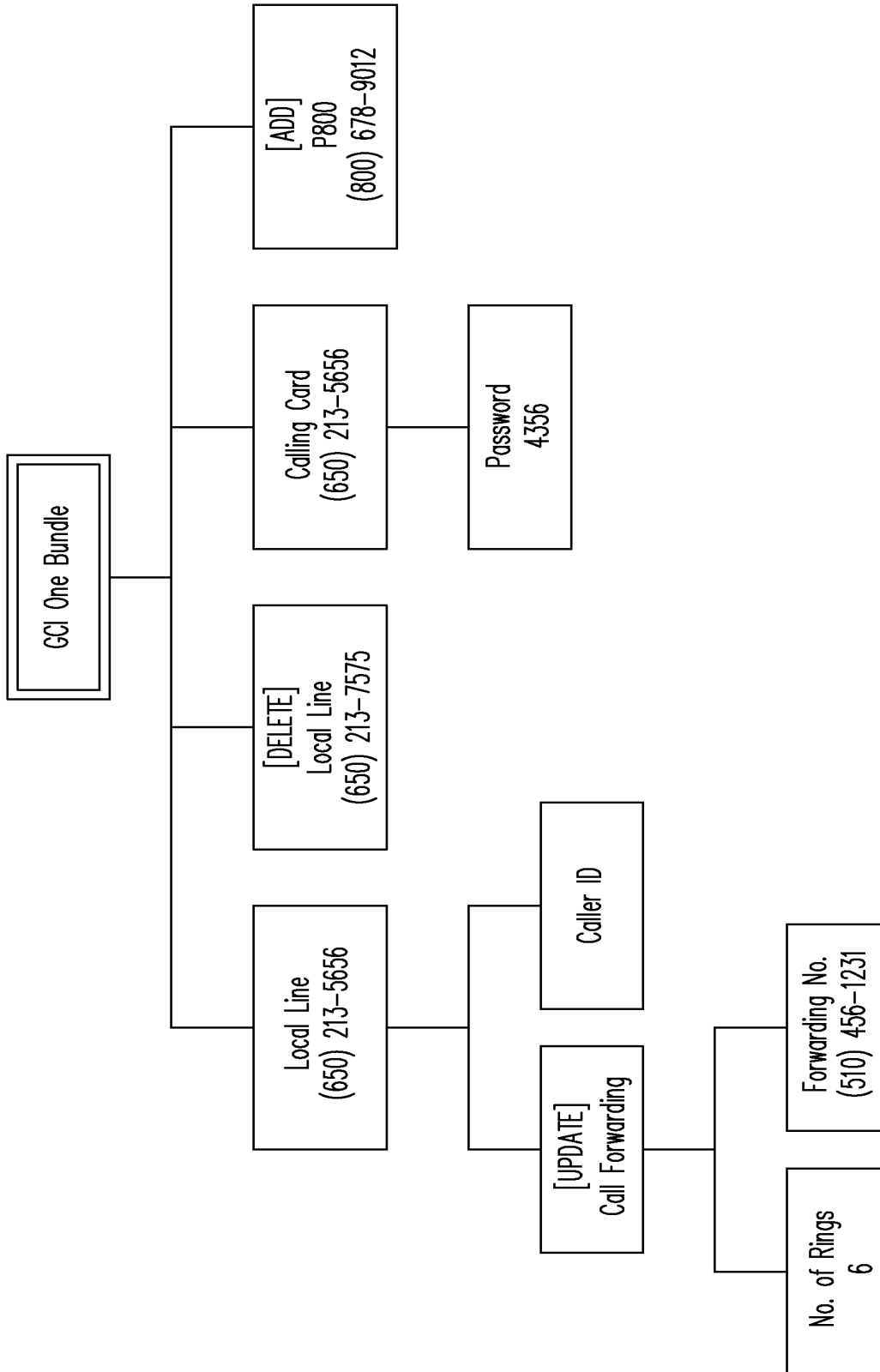


FIG. 11B-2

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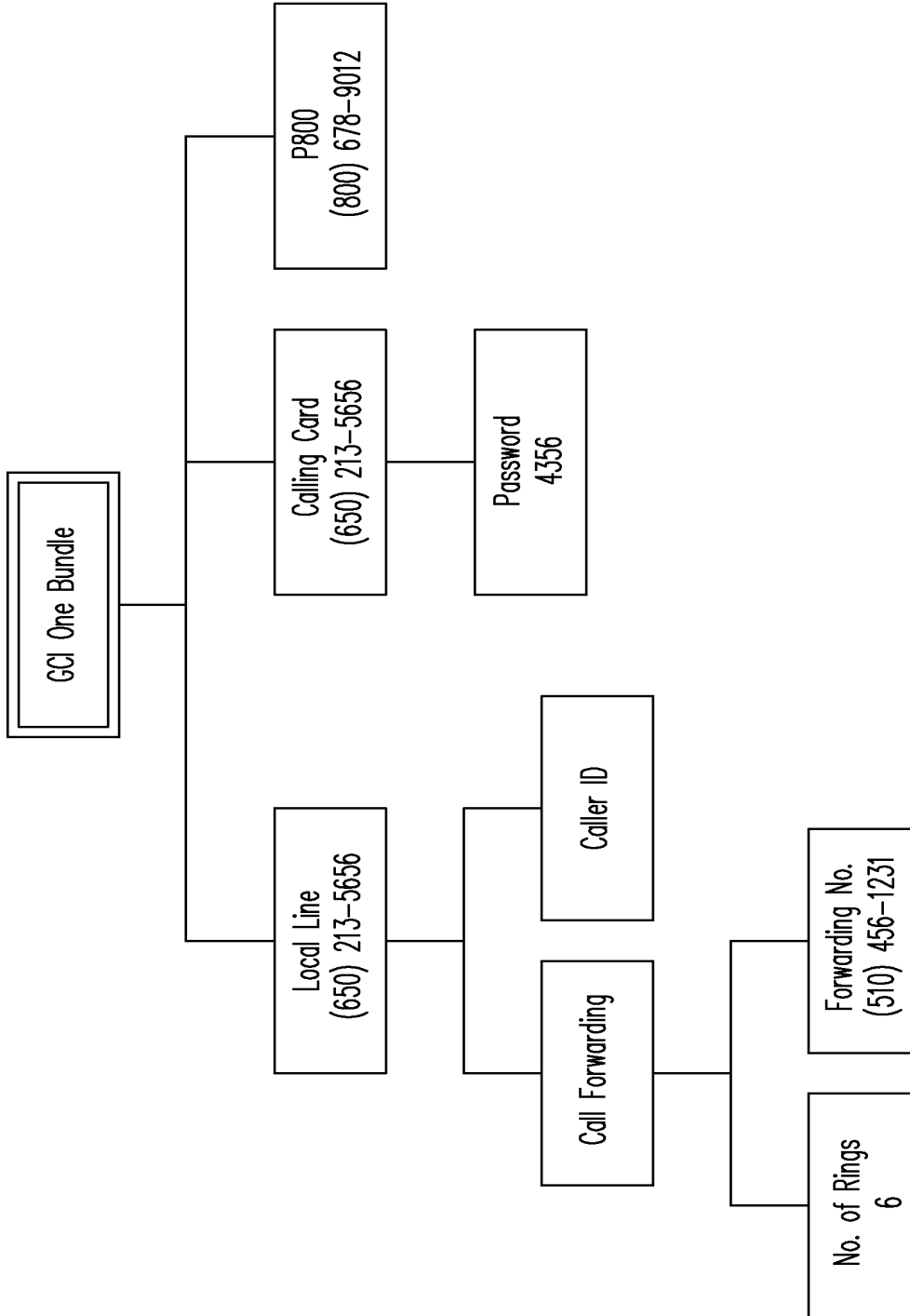


FIG. 11B-3

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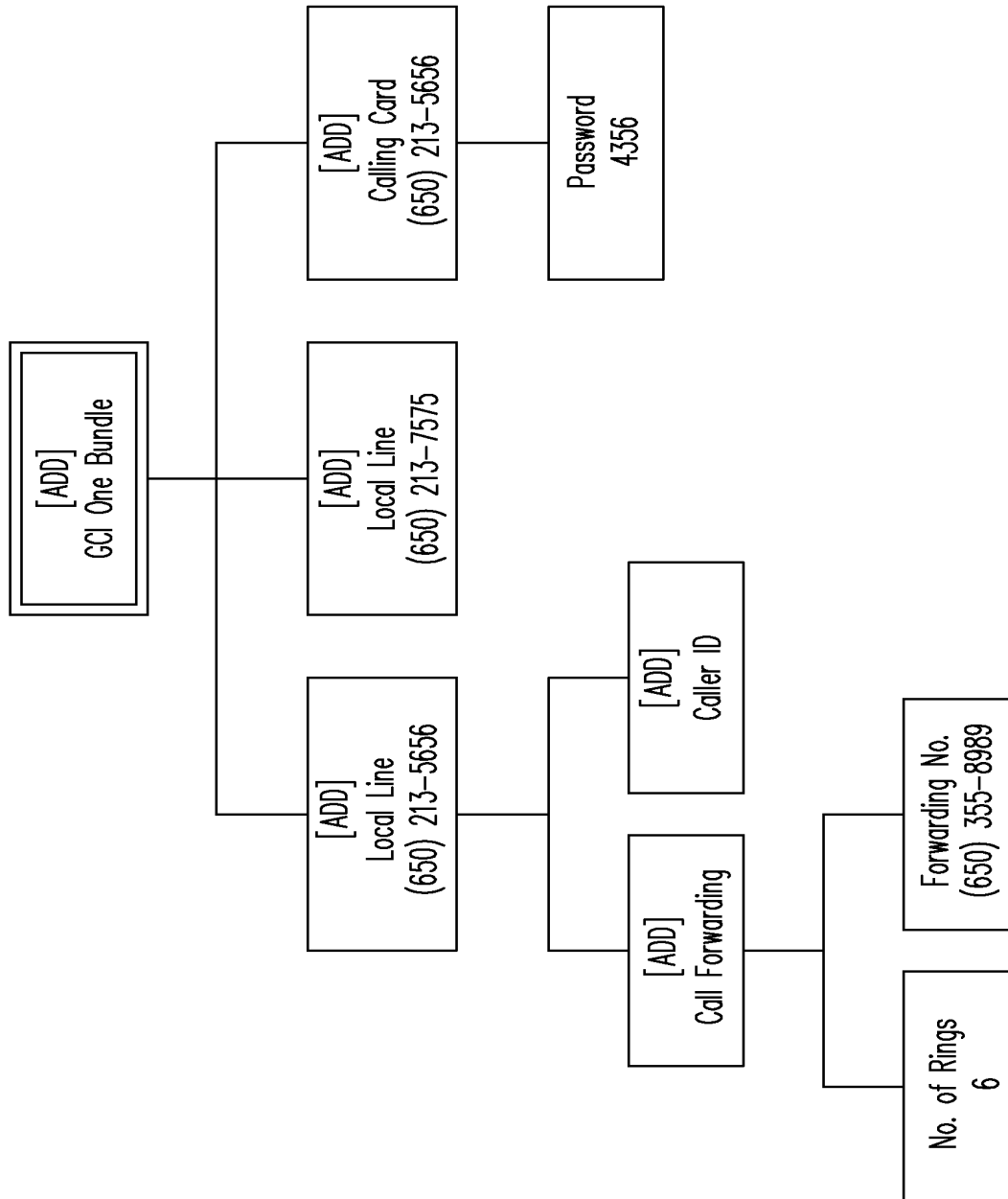


FIG. 11C-1

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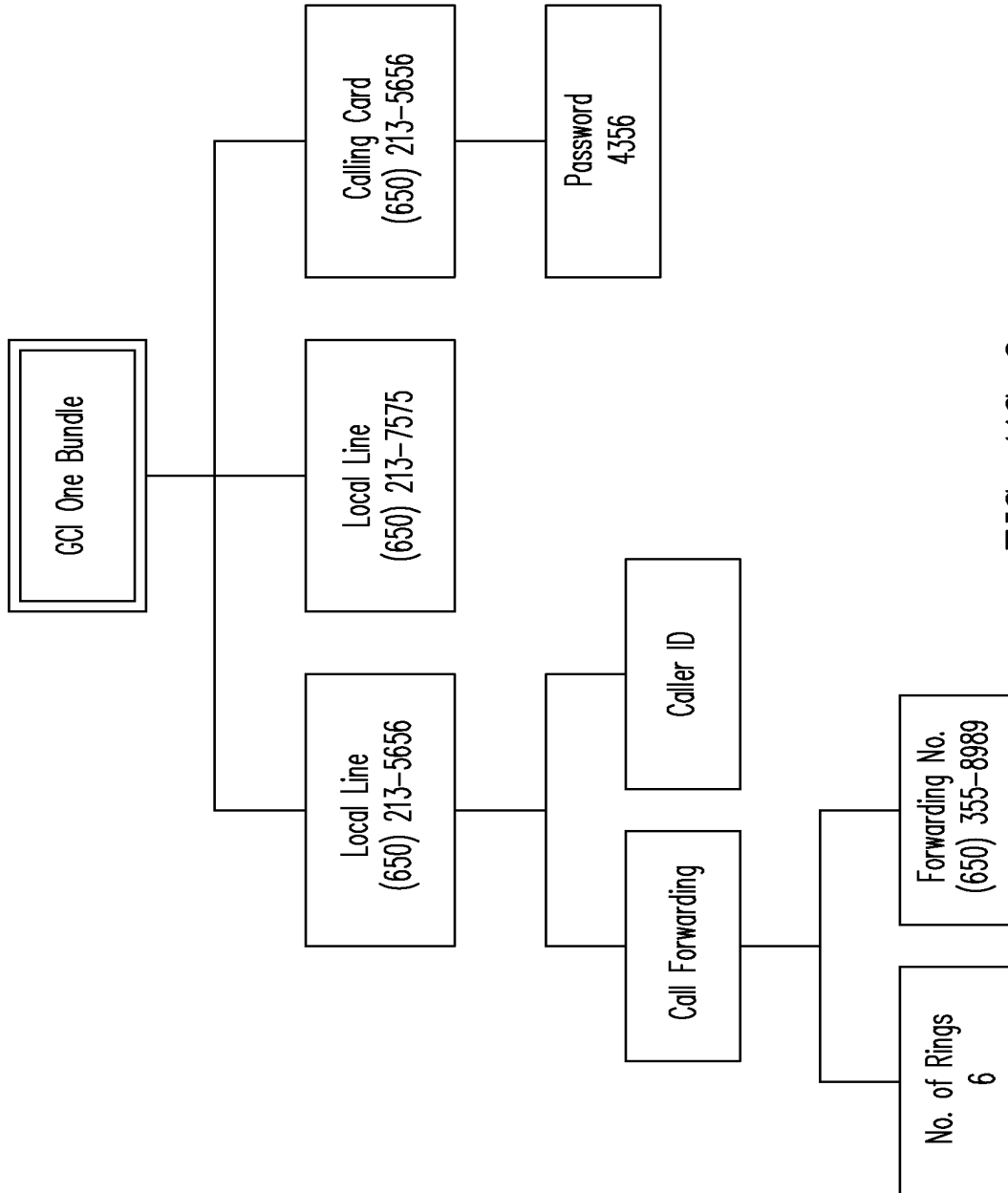


FIG. 11C-2

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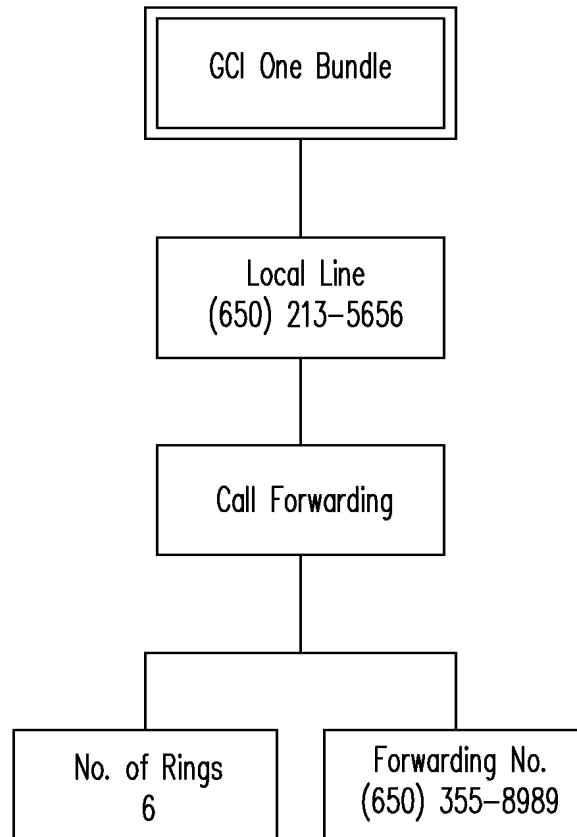


FIG. 11D-1

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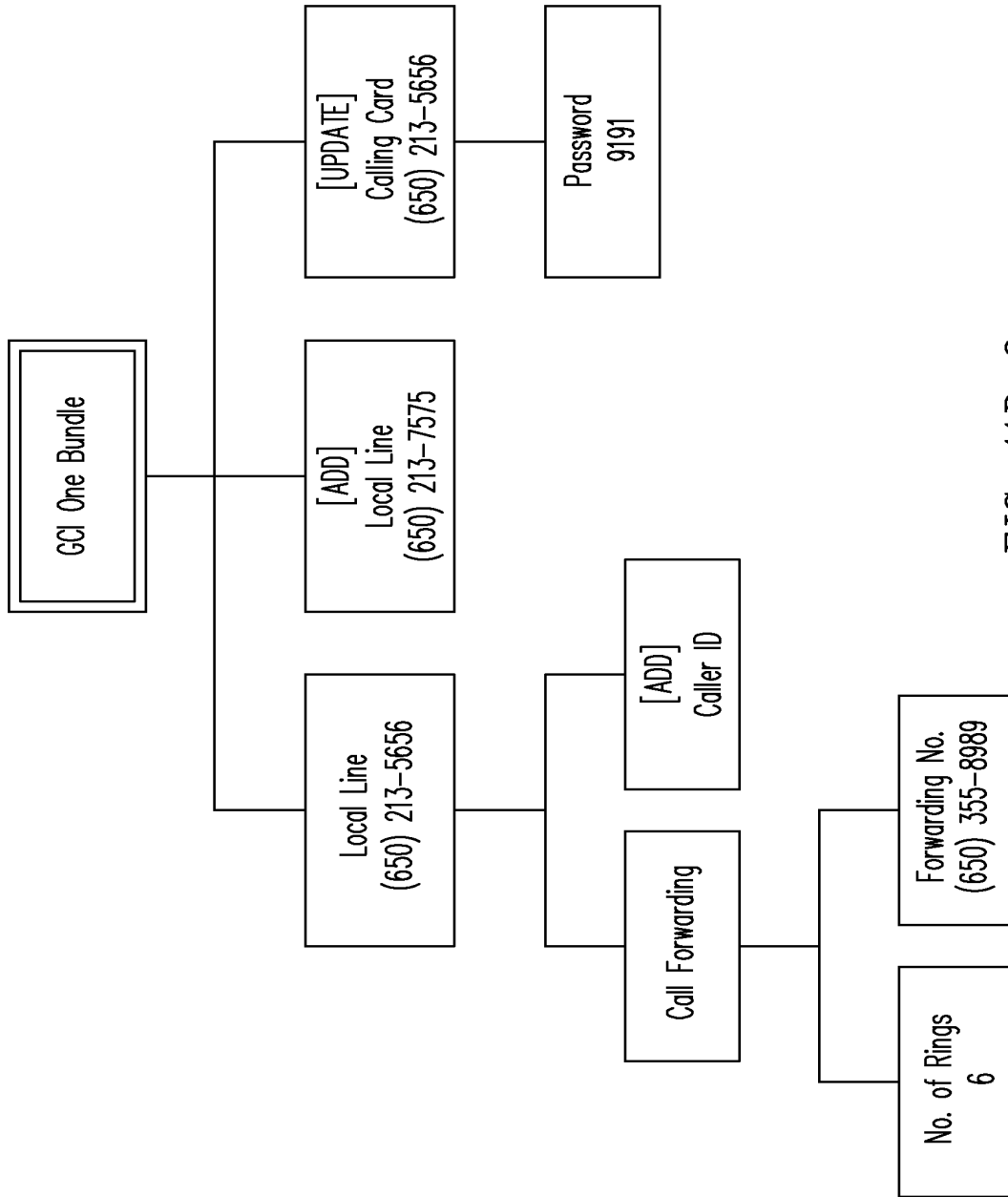


FIG. 11D-2

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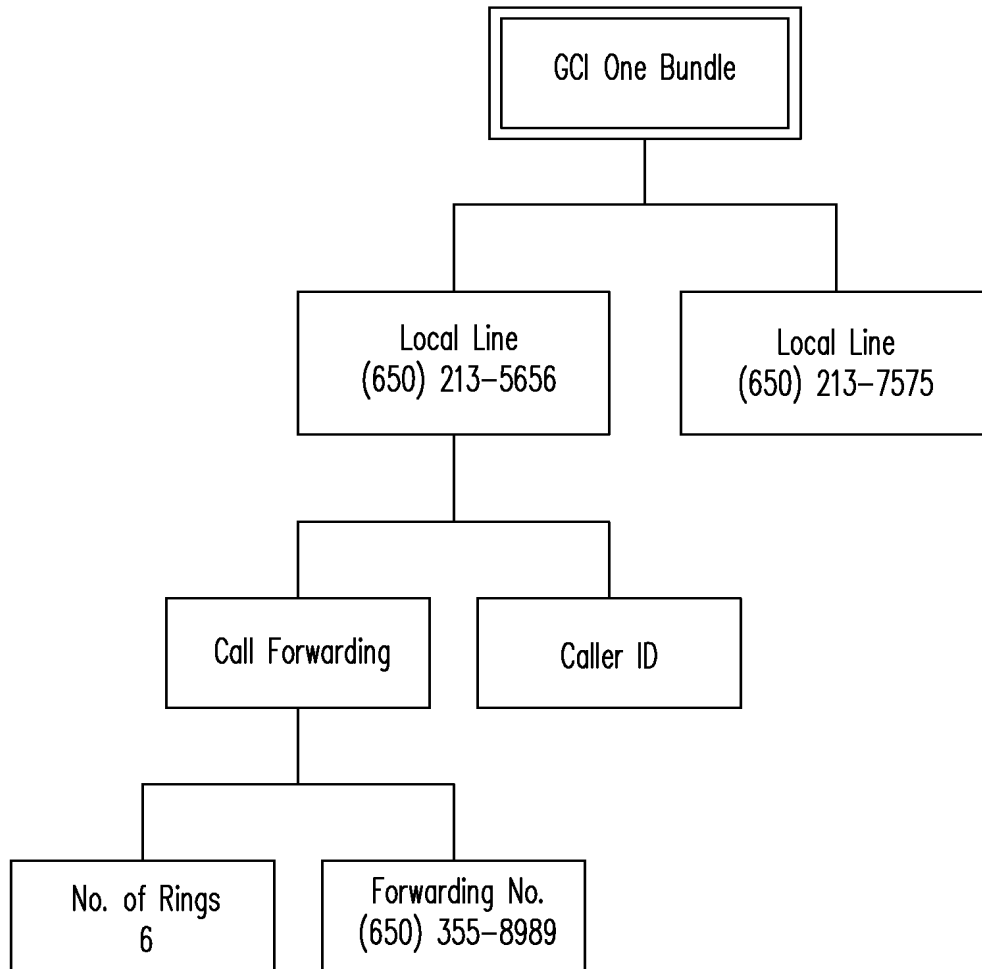


FIG. 11D-3

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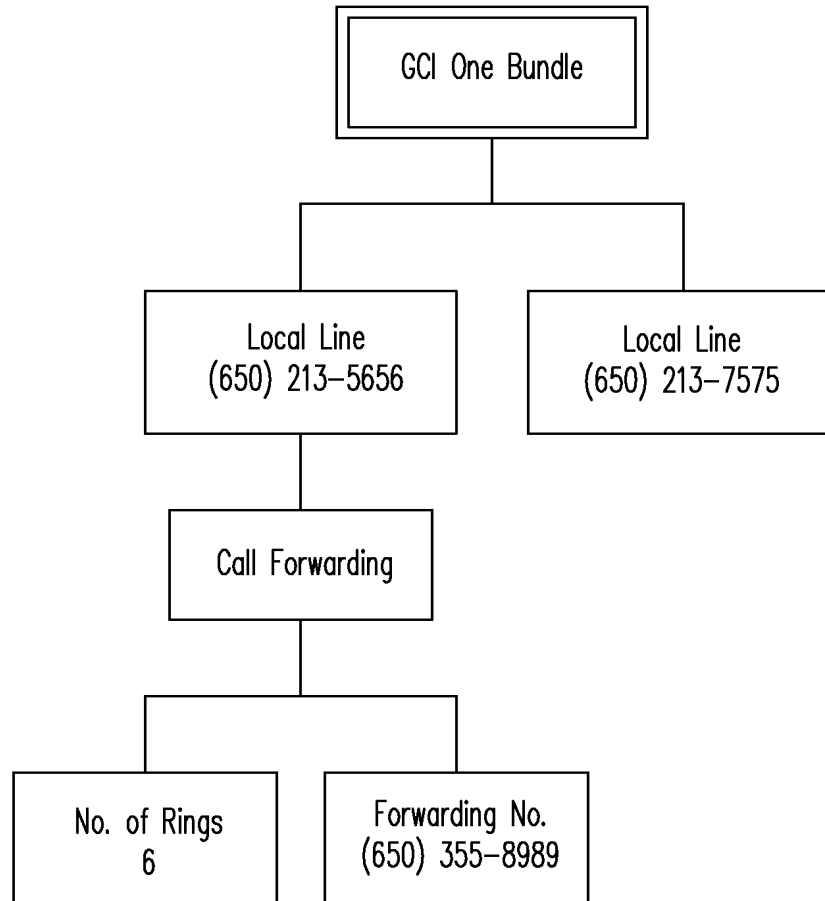


FIG. 11E-1

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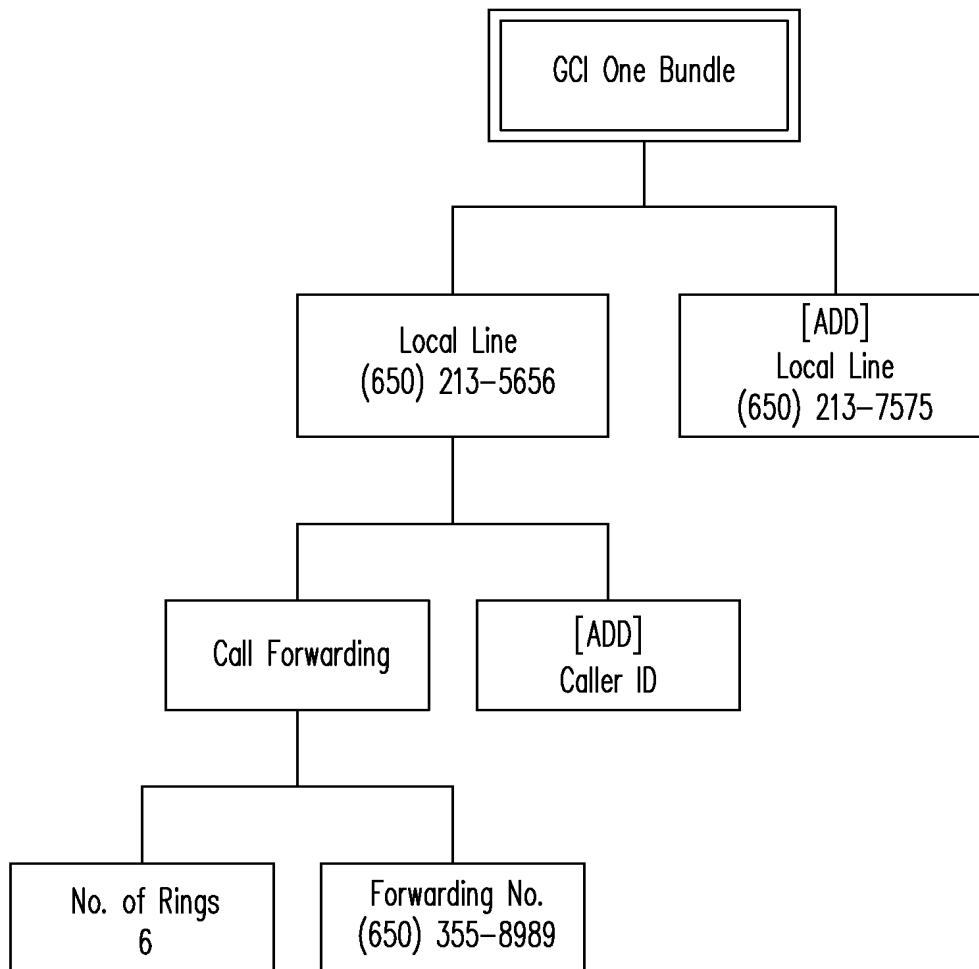


FIG. 11E-2

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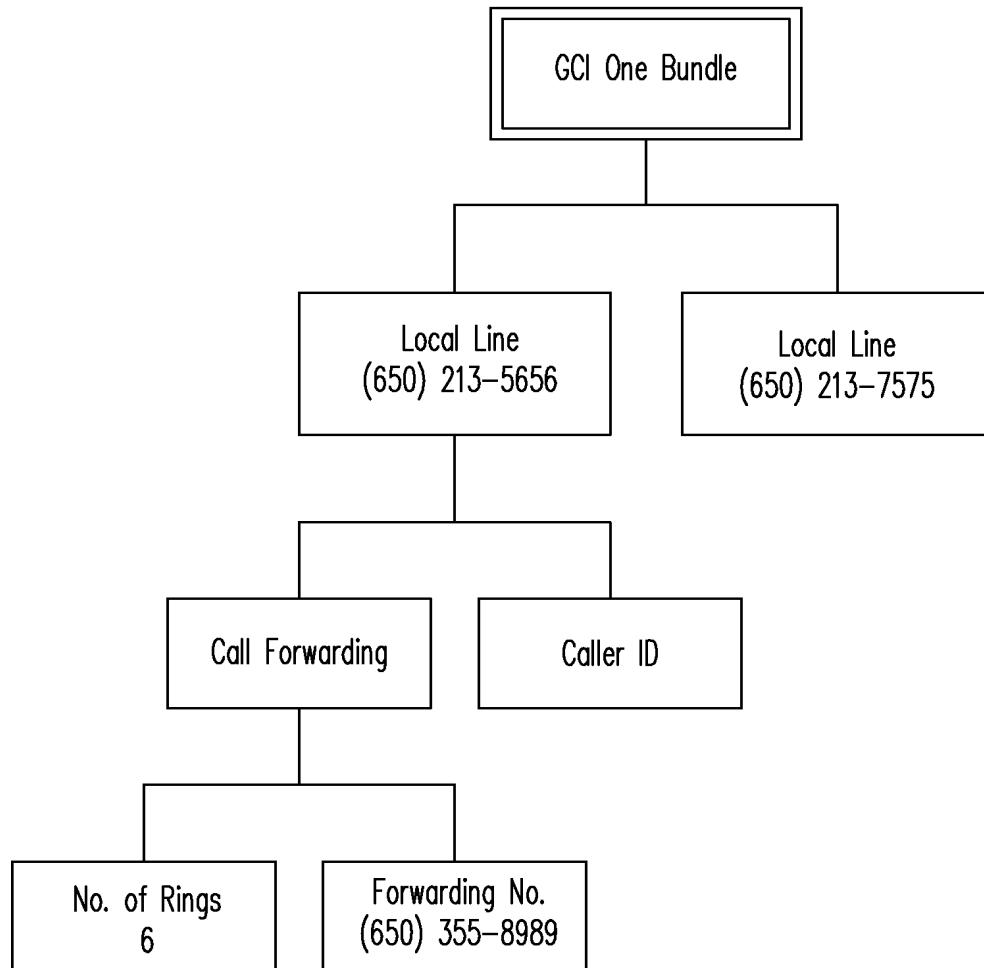


FIG. 11E-3

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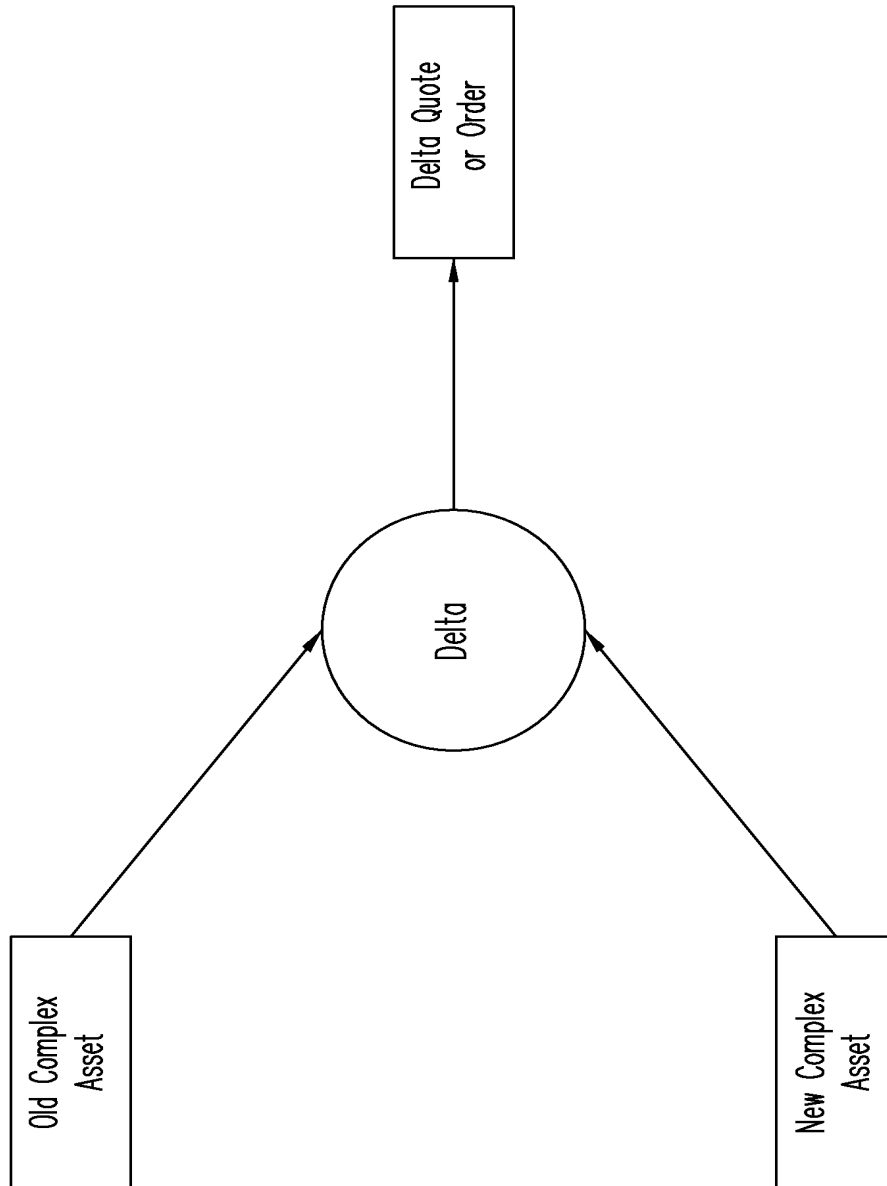


FIG. 11F

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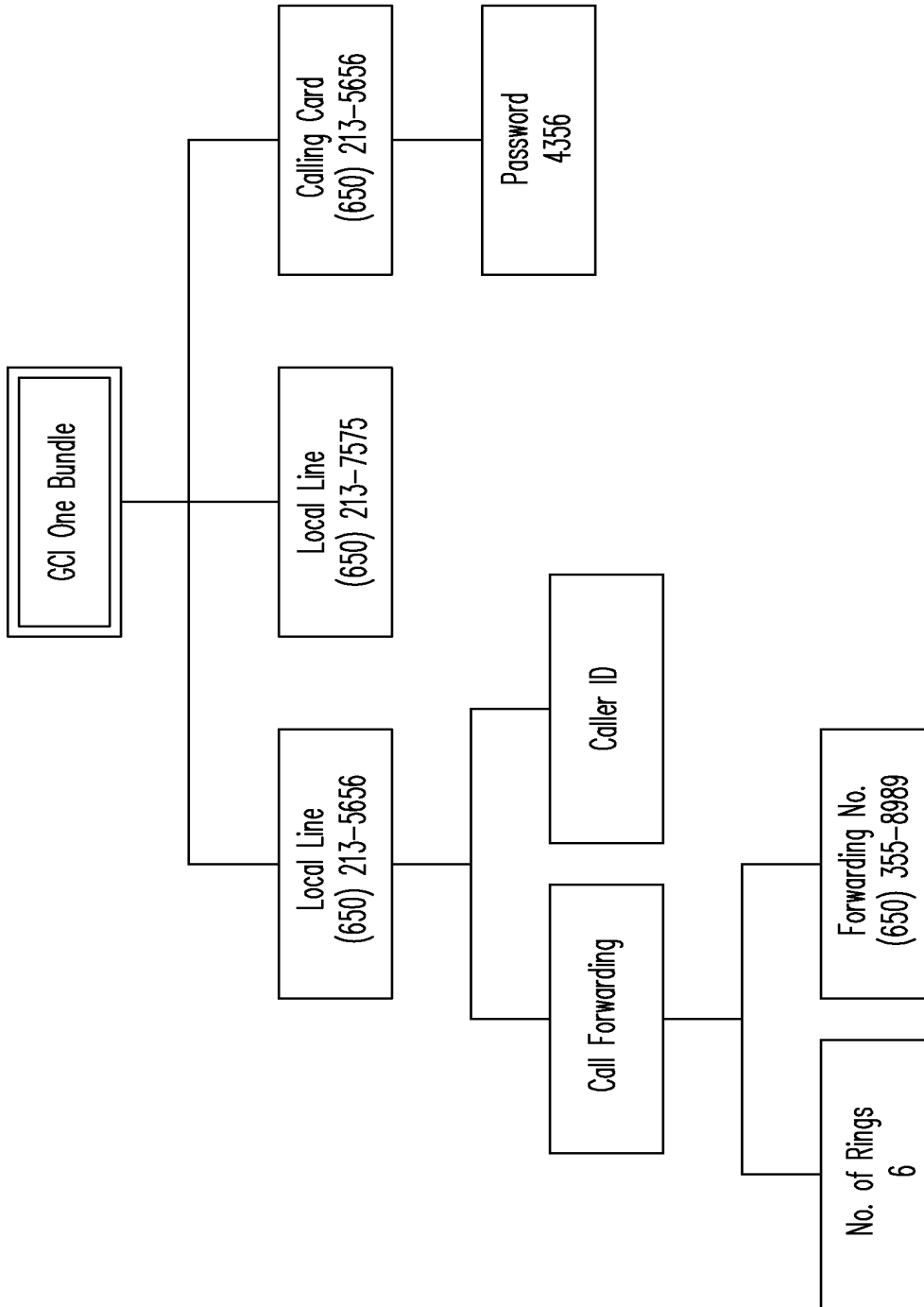


FIG. 11C-1

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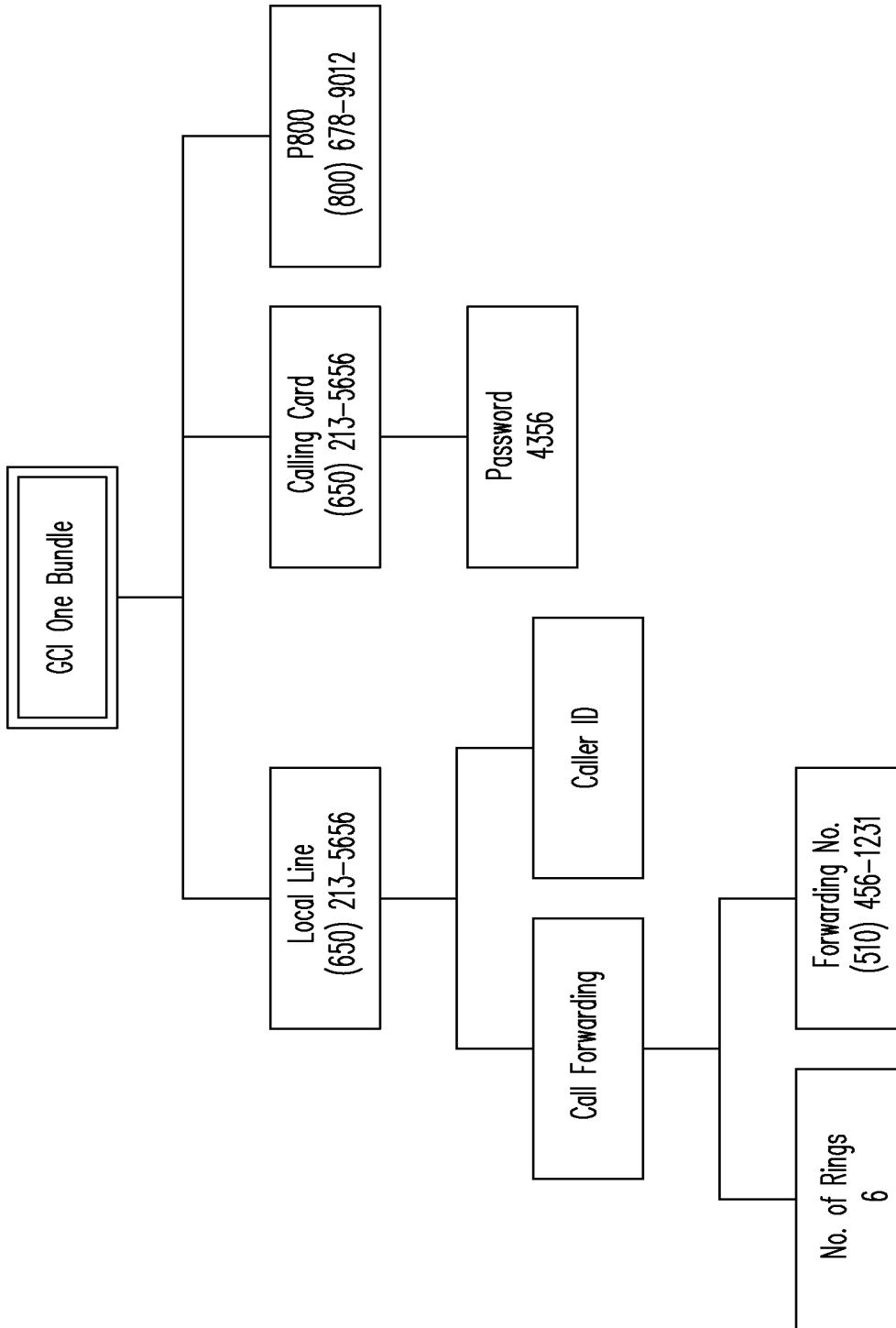


FIG. 11G-2

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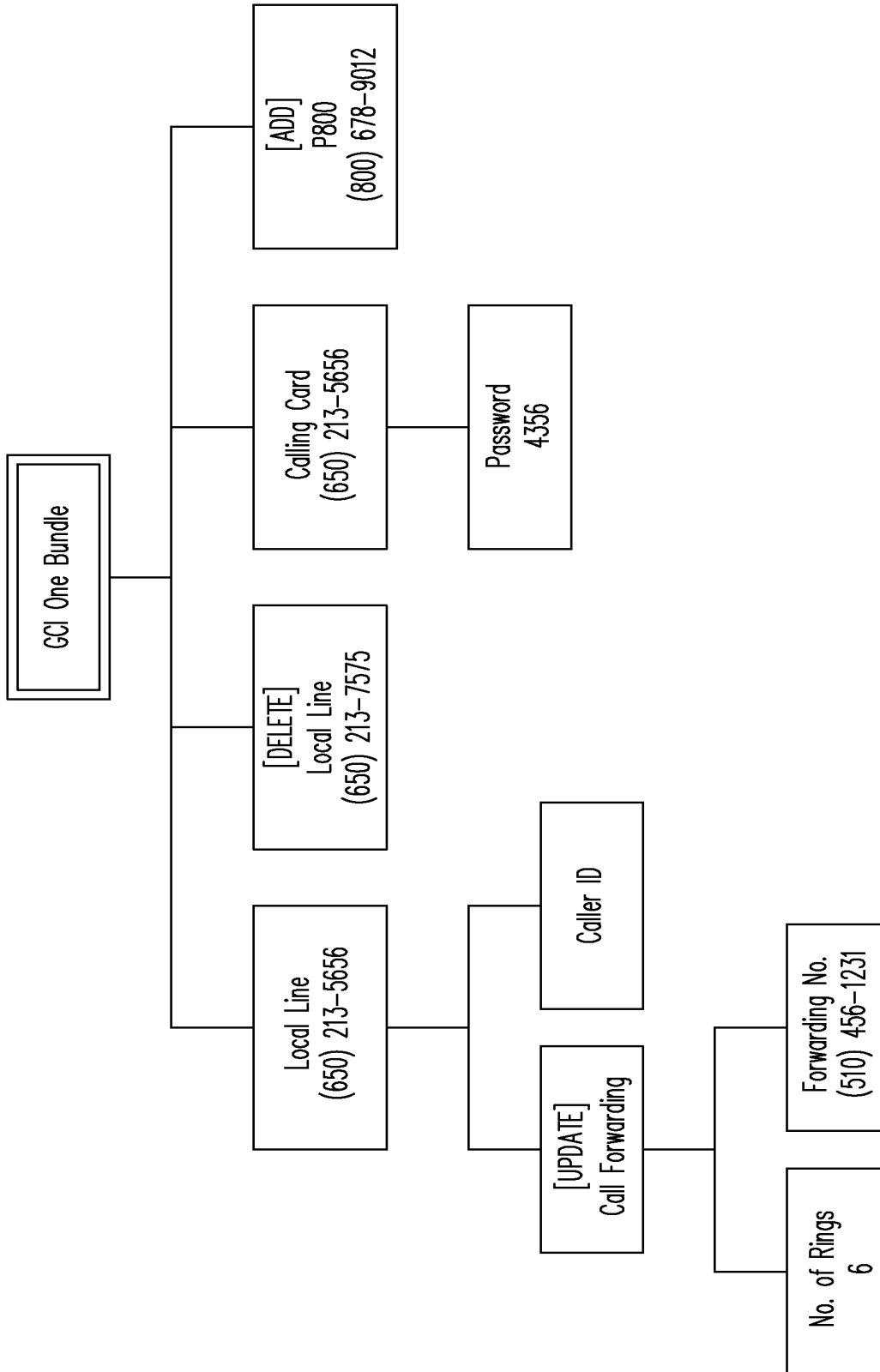


FIG. 11G-3

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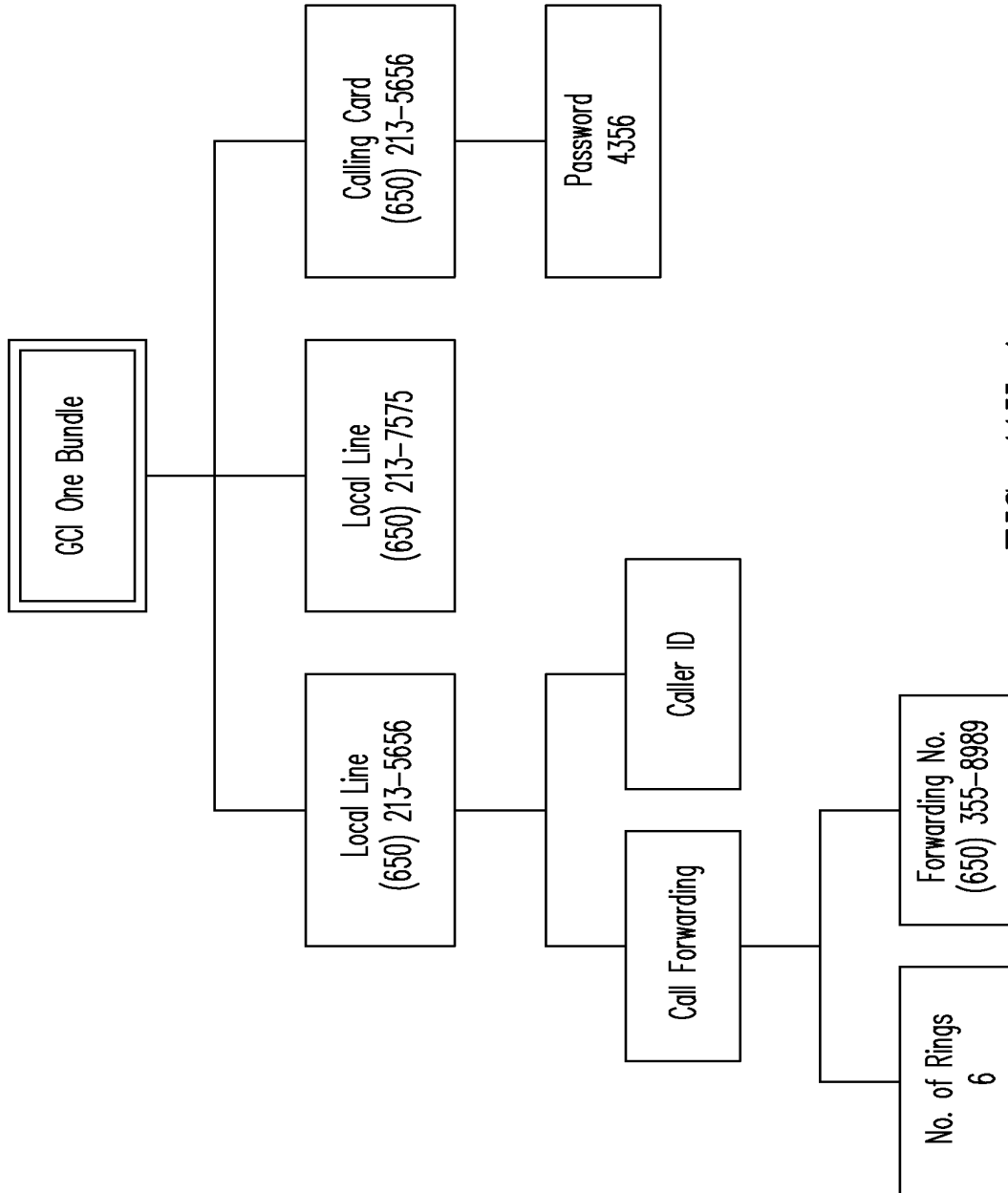


FIG. 11H-1

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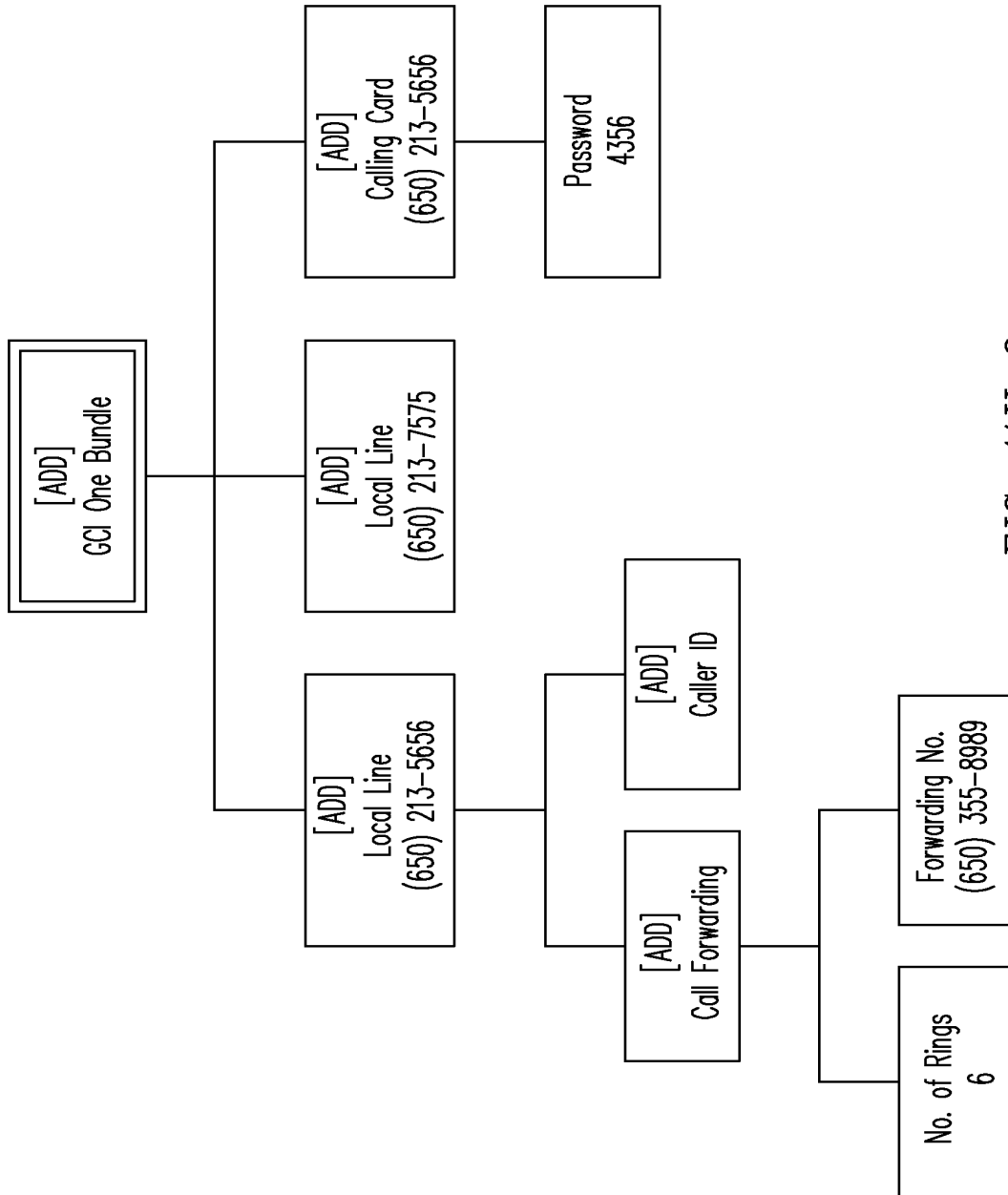


FIG. 11H-2

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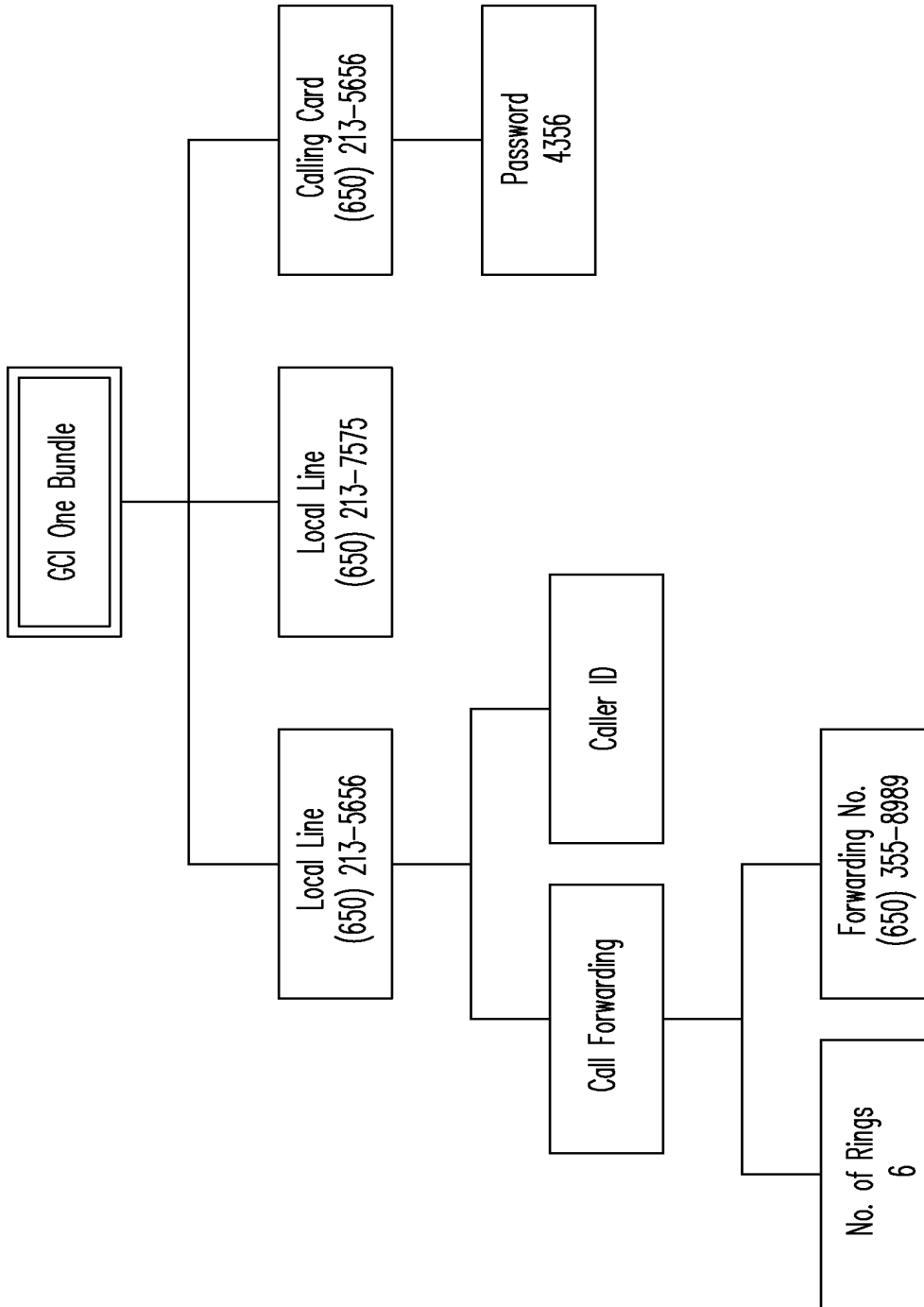


FIG. 11I-1

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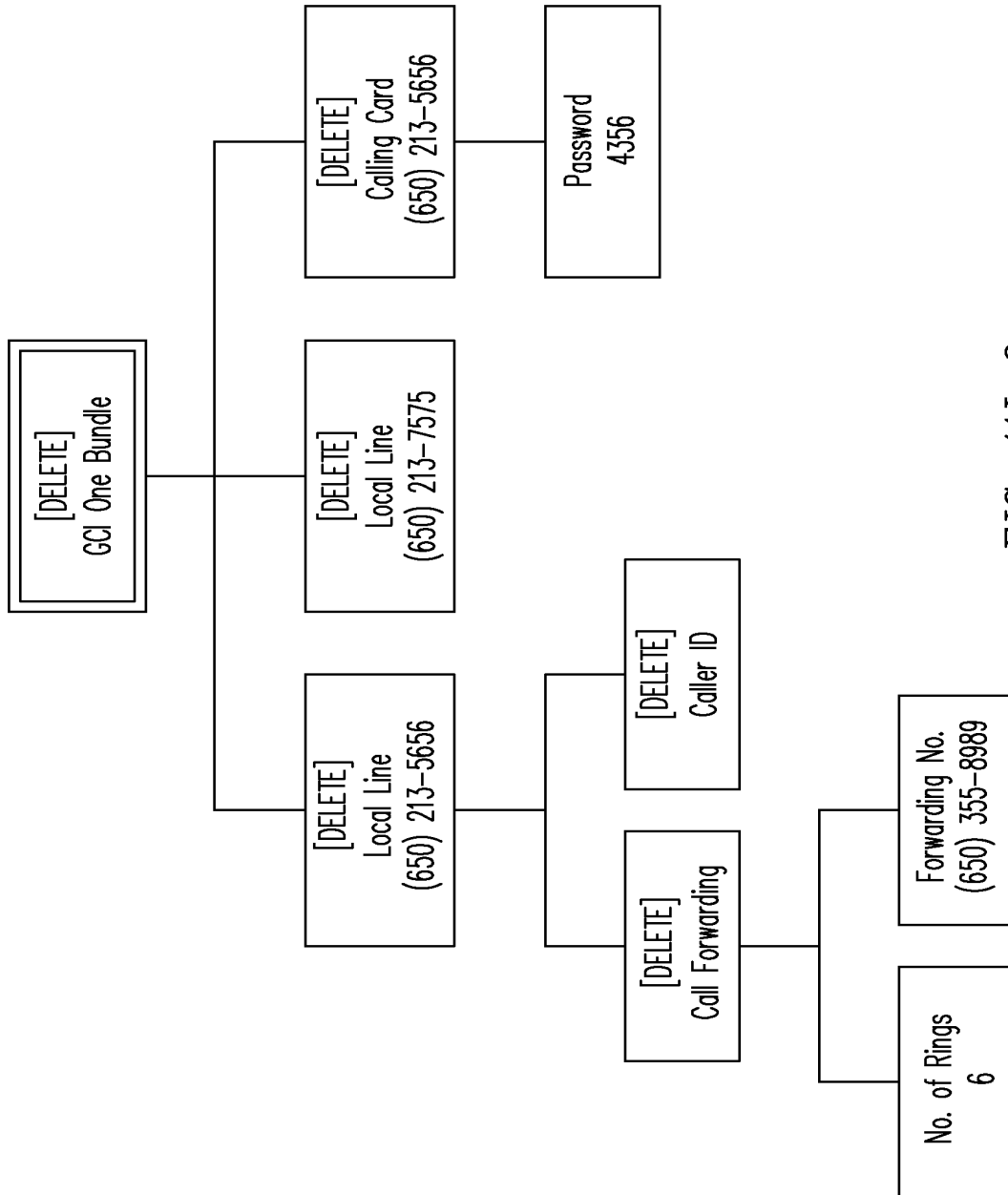


FIG. 11I-2

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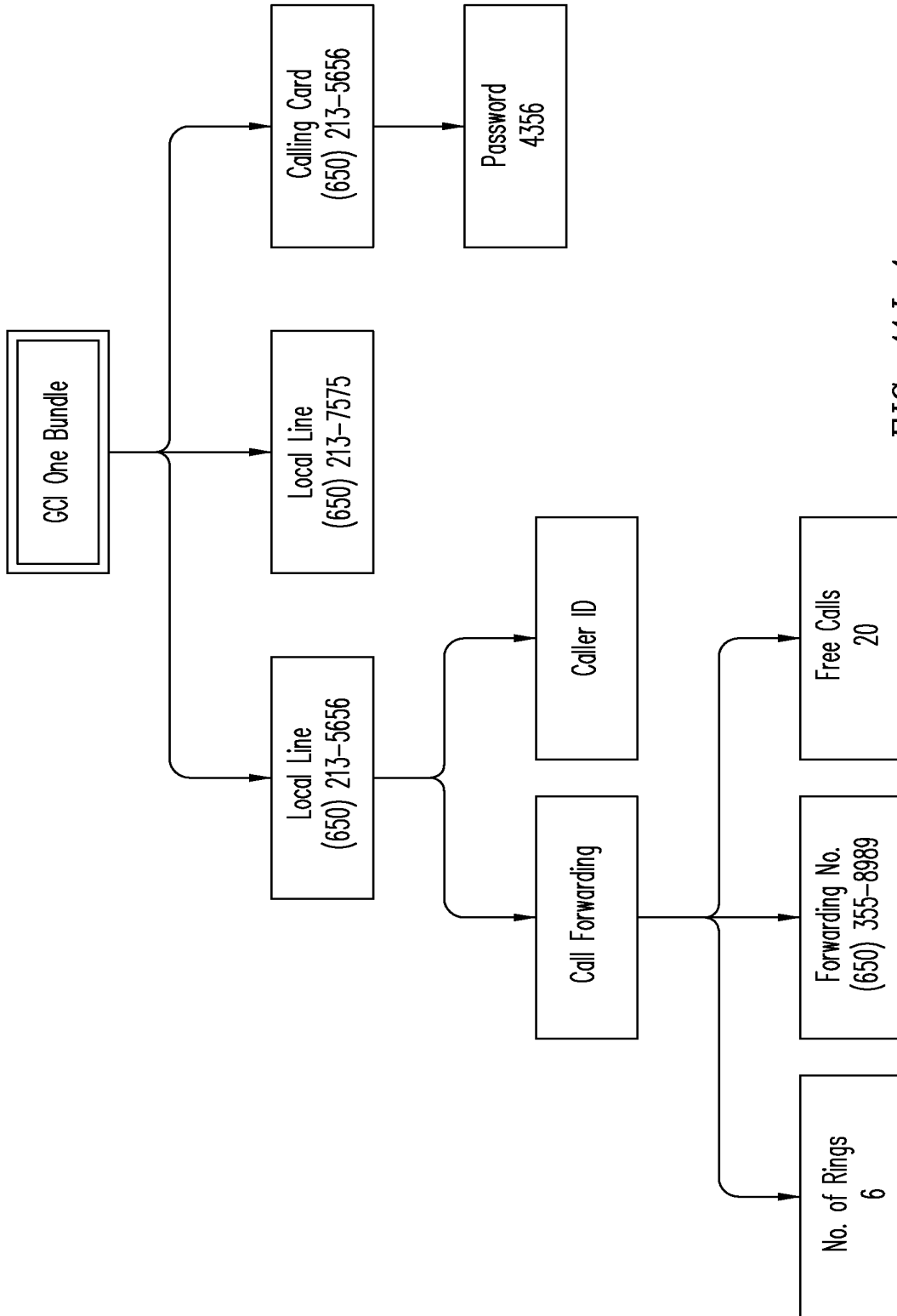


FIG. 11J-1

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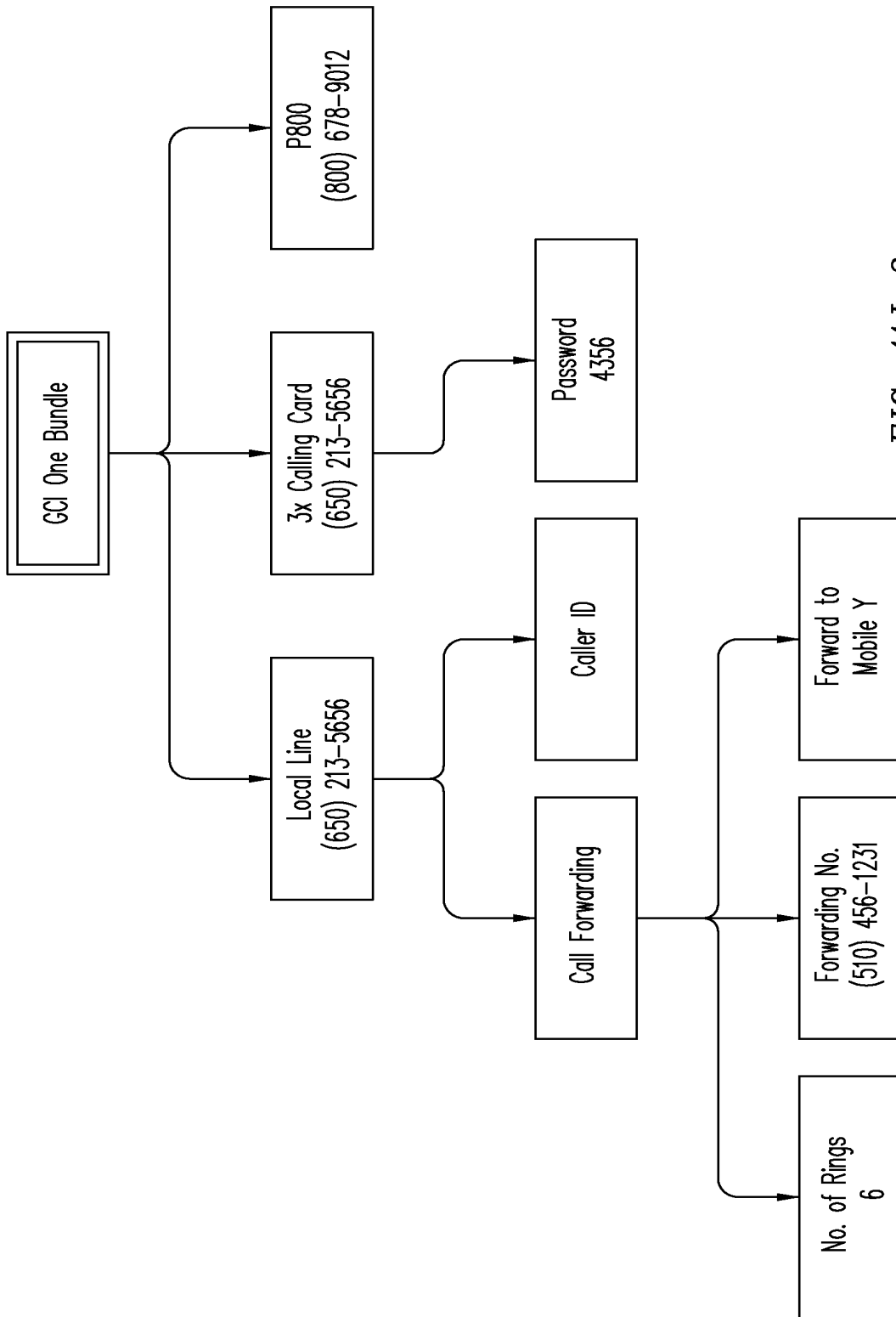


FIG. 11J-2

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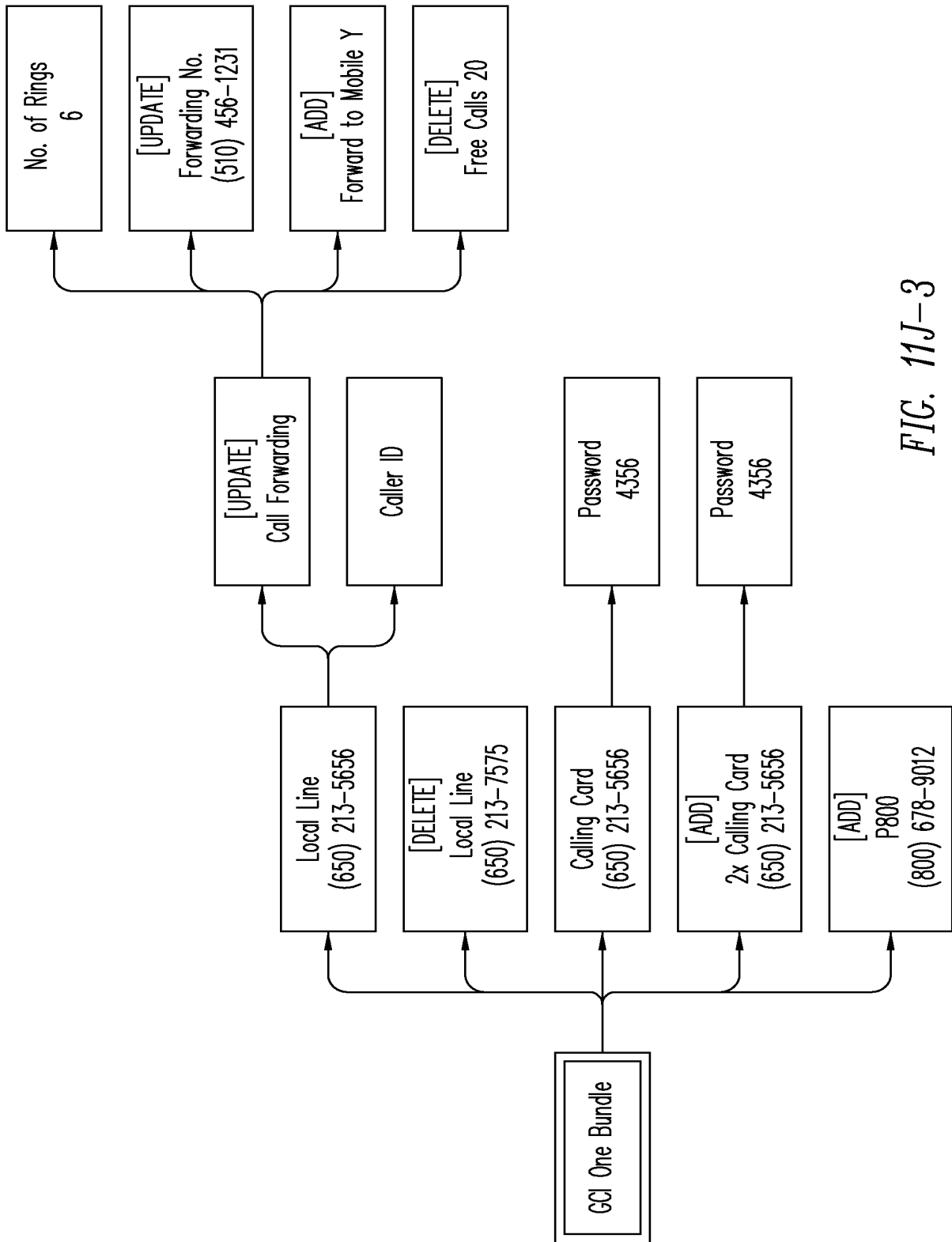


FIG. 11J-3

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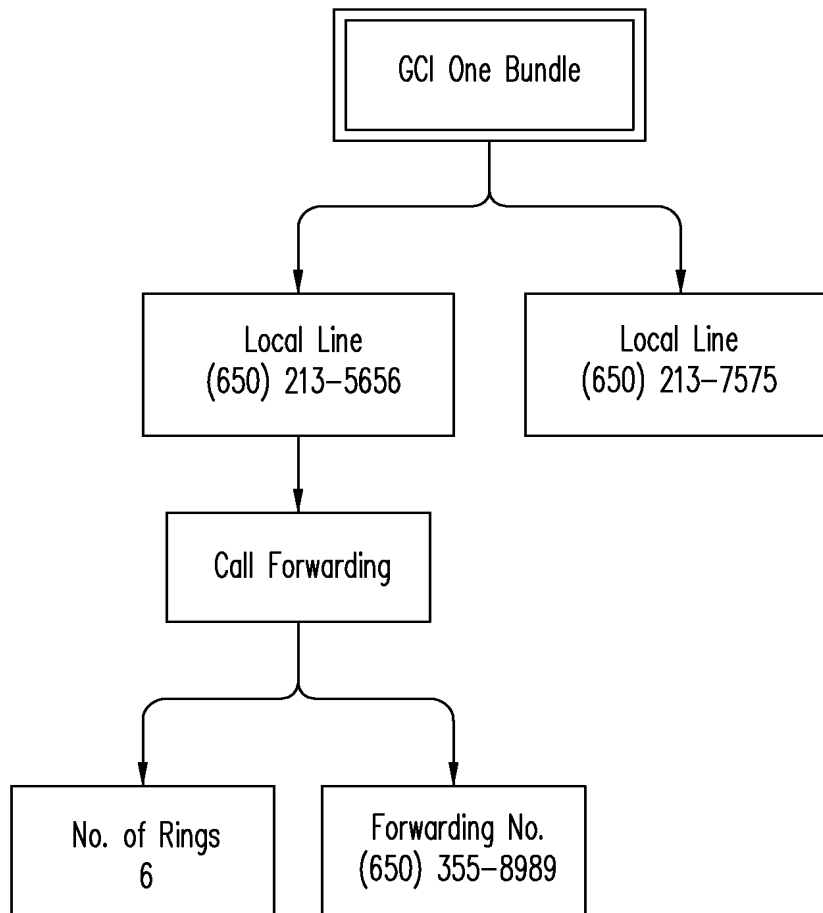


FIG. 11K-1

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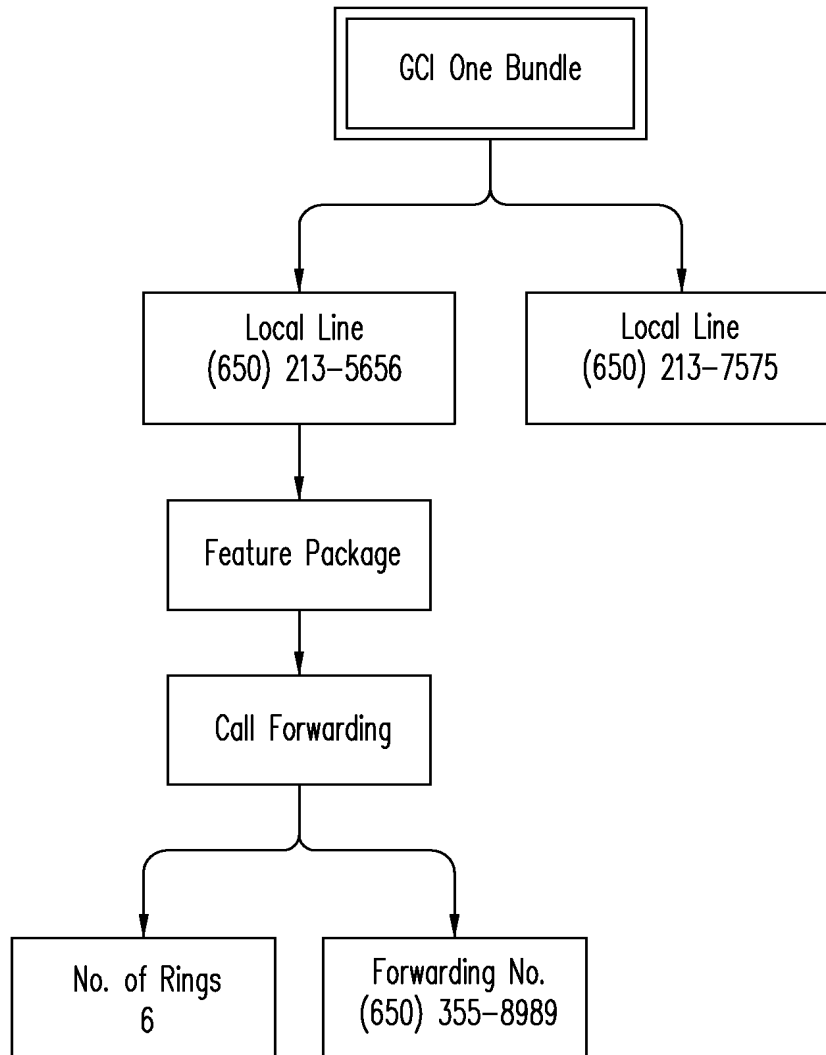


FIG. 11K-2

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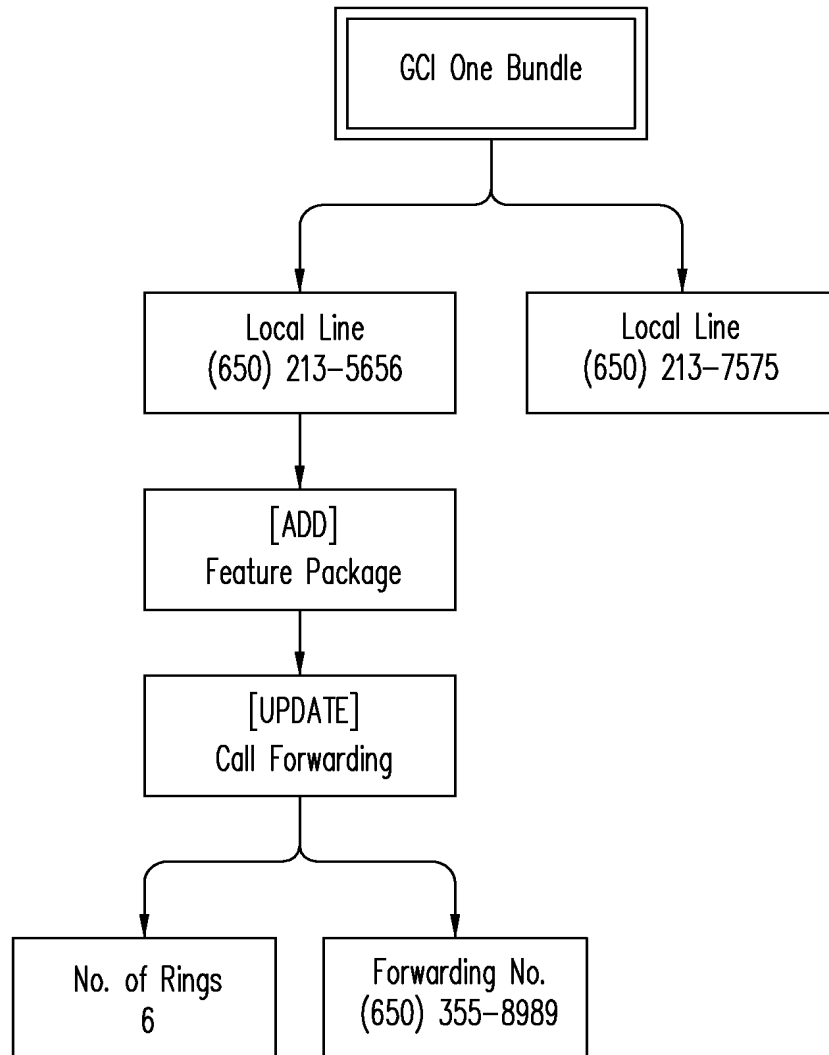
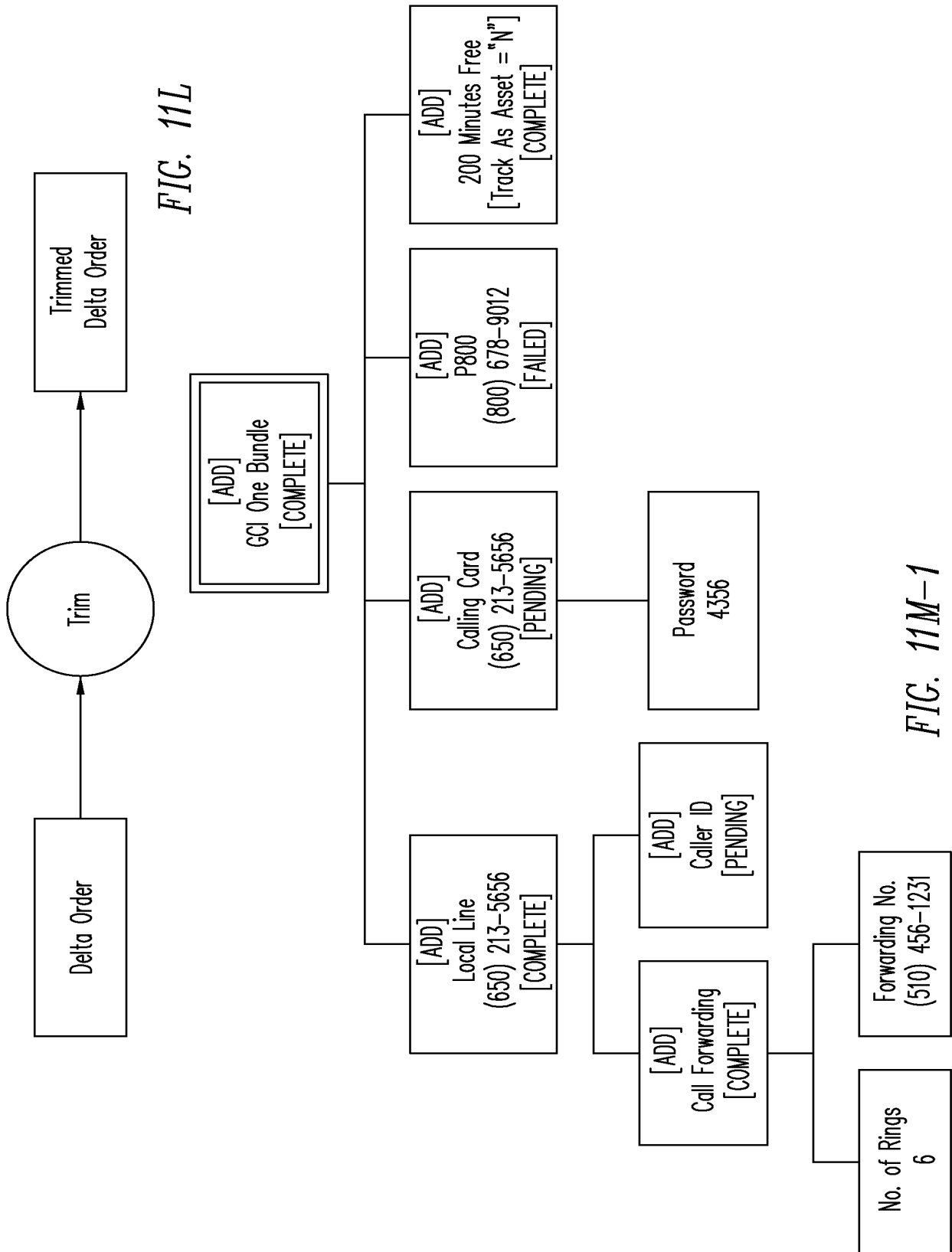


FIG. 11K-3

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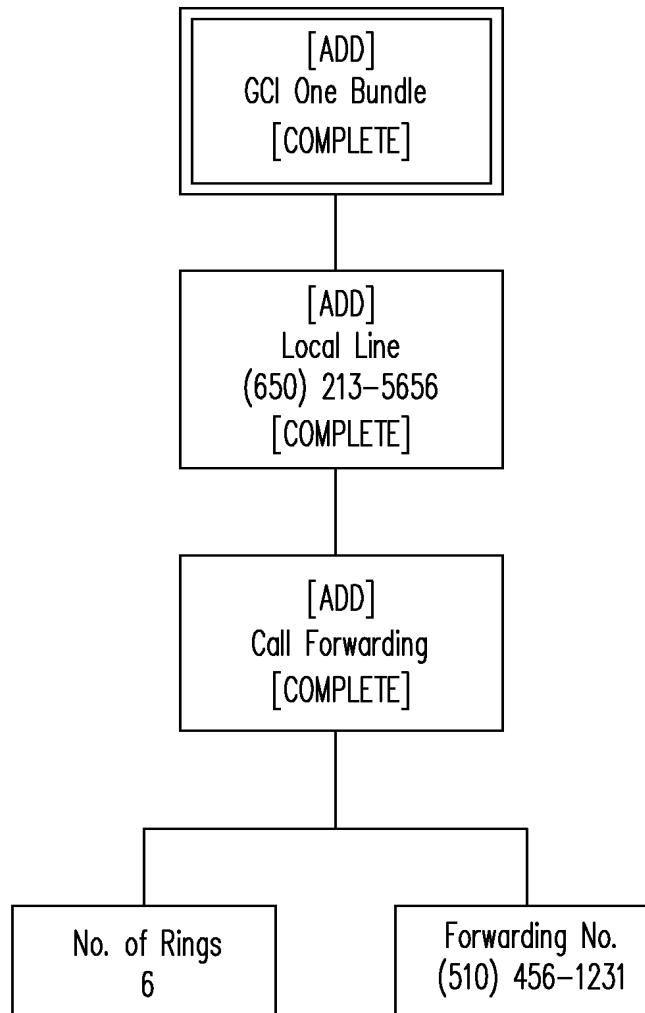


FIG. 11M-2

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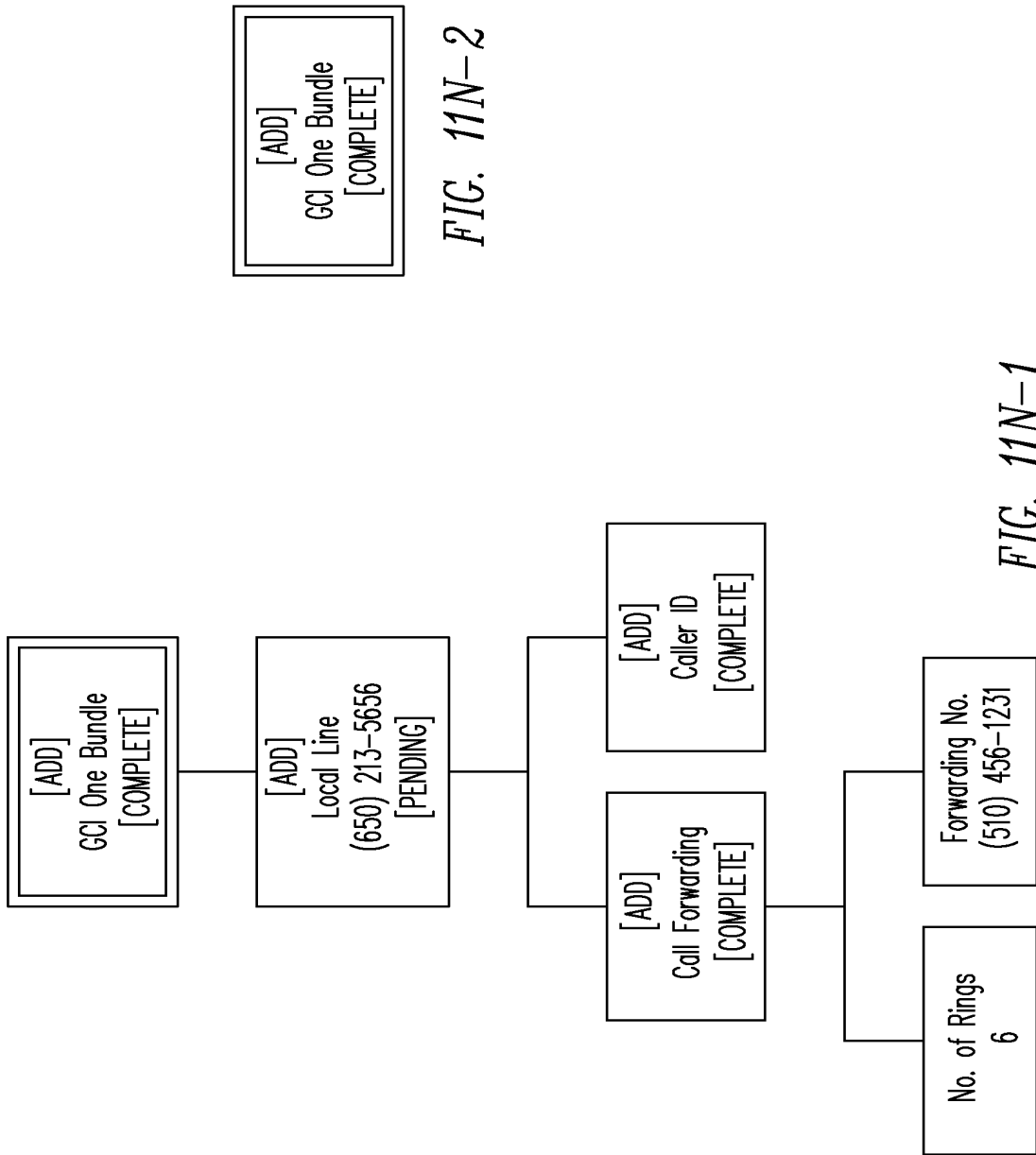


FIG. 11N-1

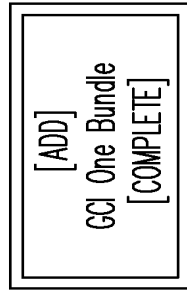


FIG. 11N-2

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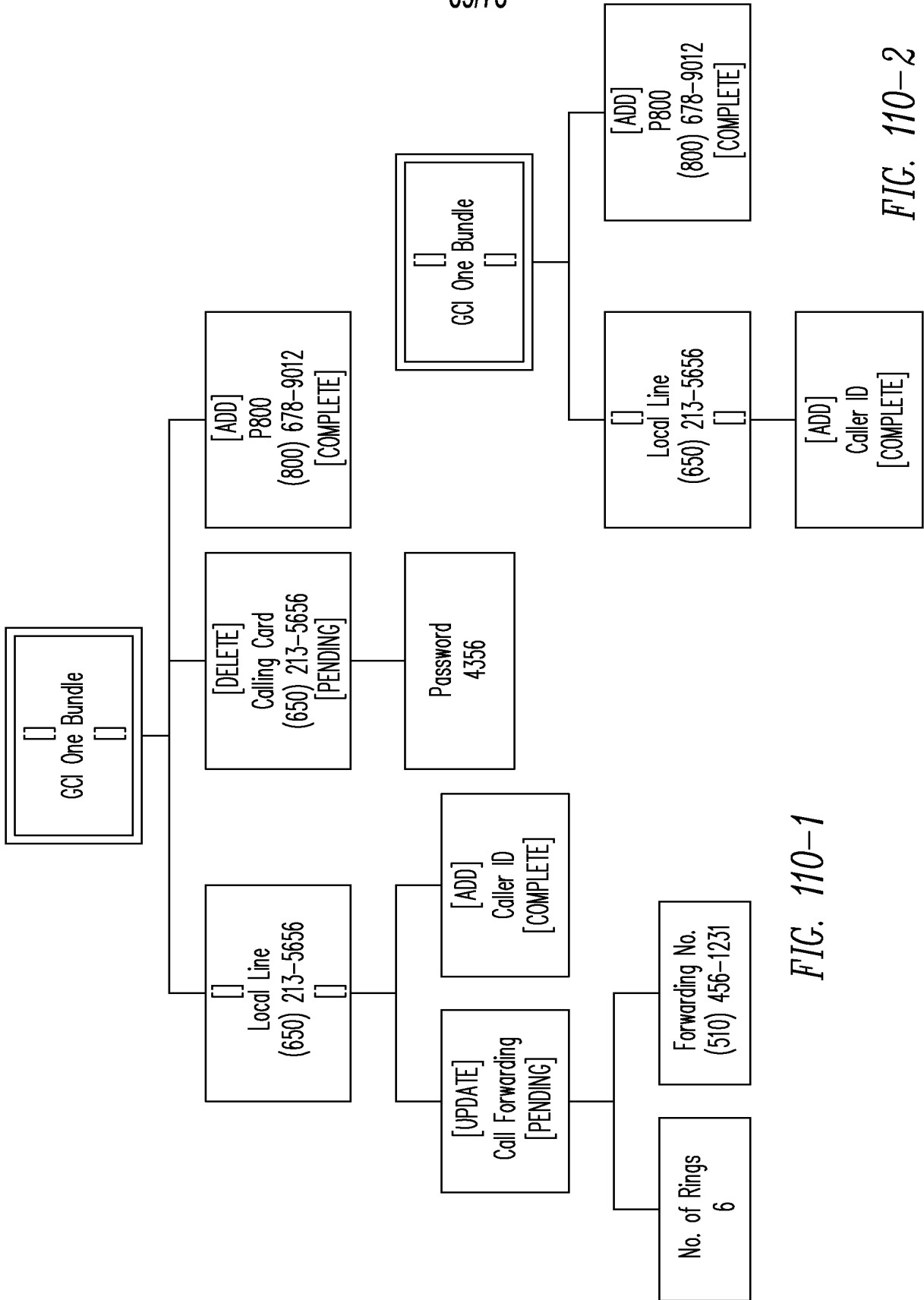
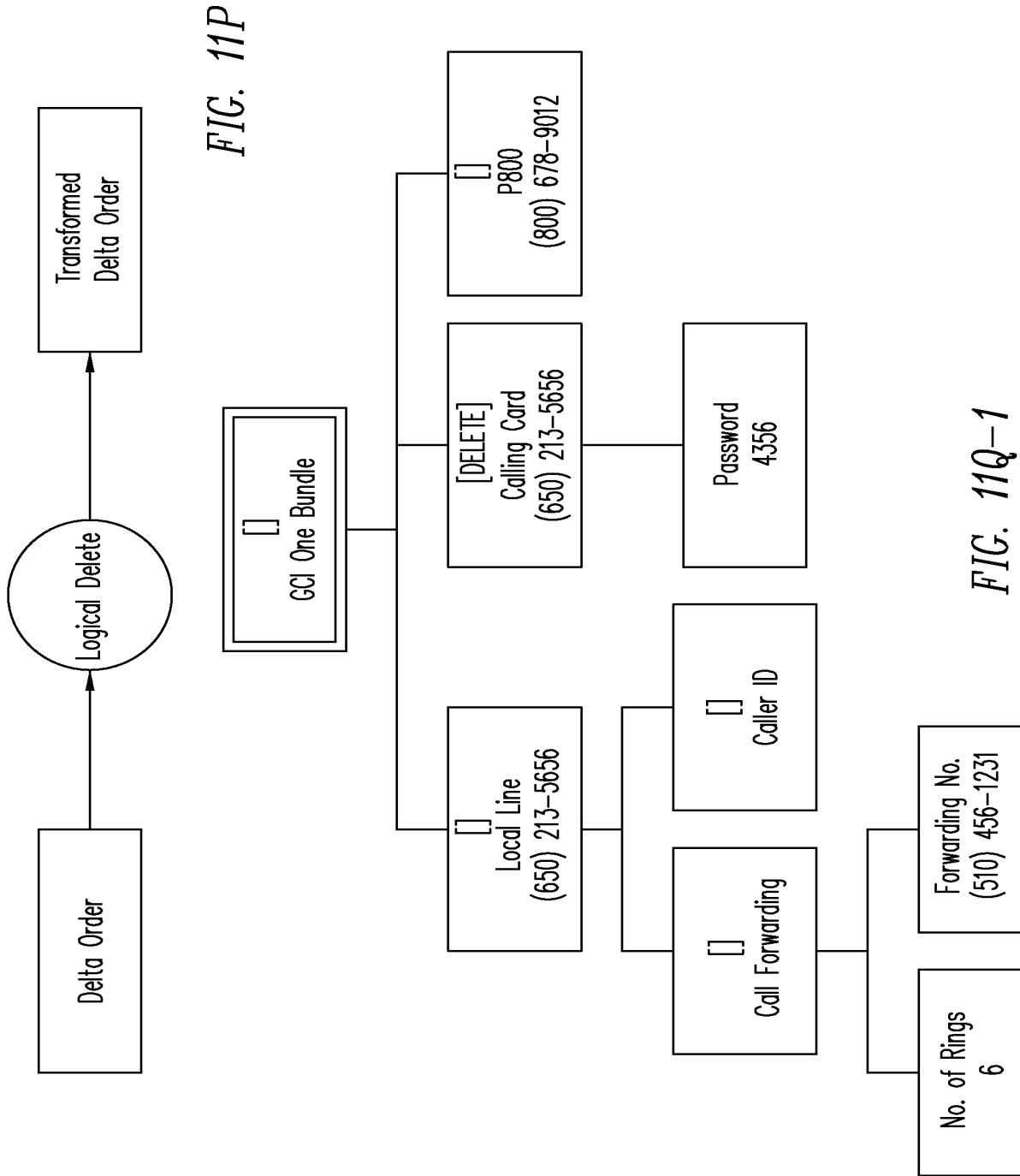


FIG. 110-1

FIG. 110-2

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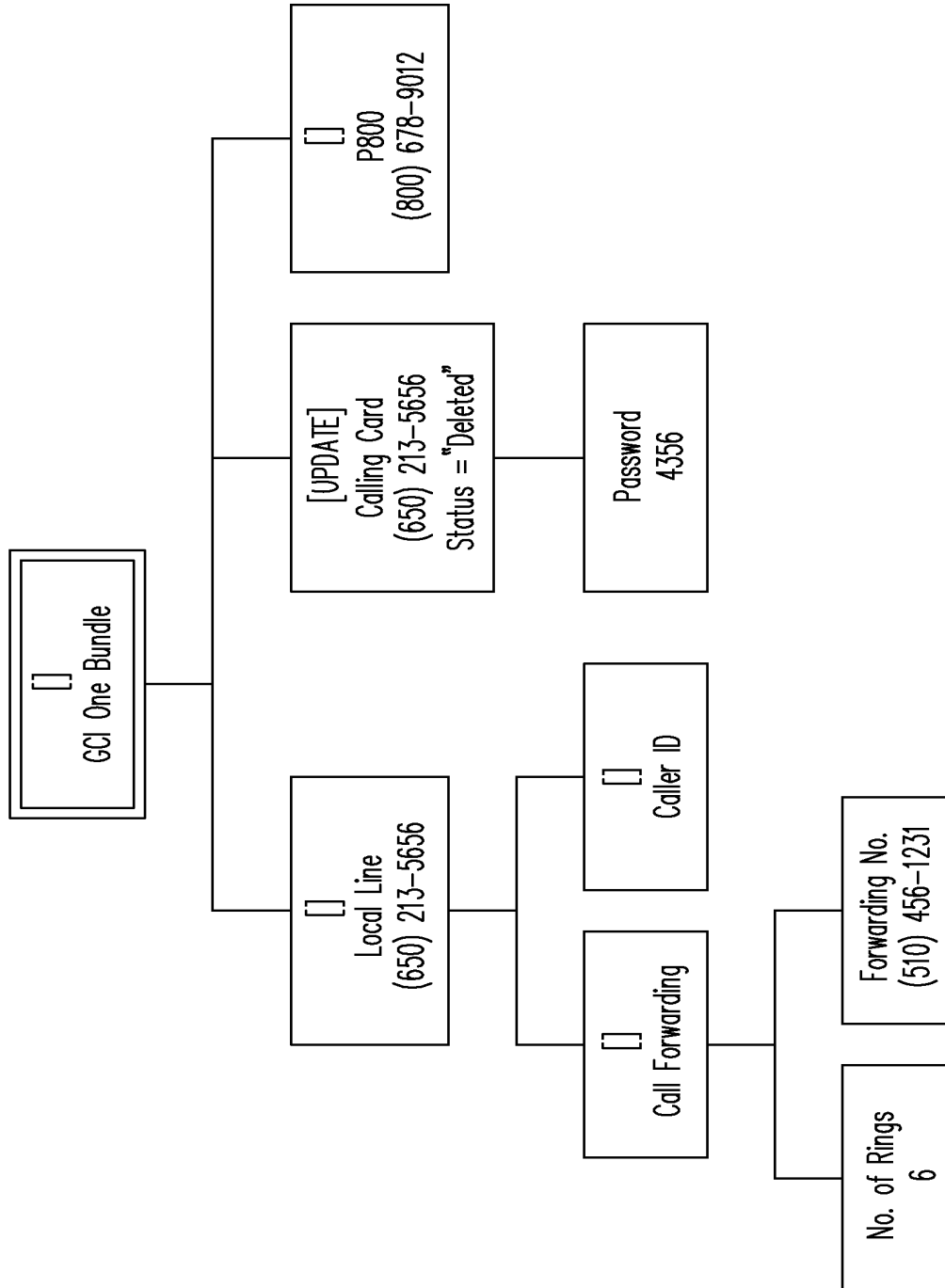


FIG. 11Q-2

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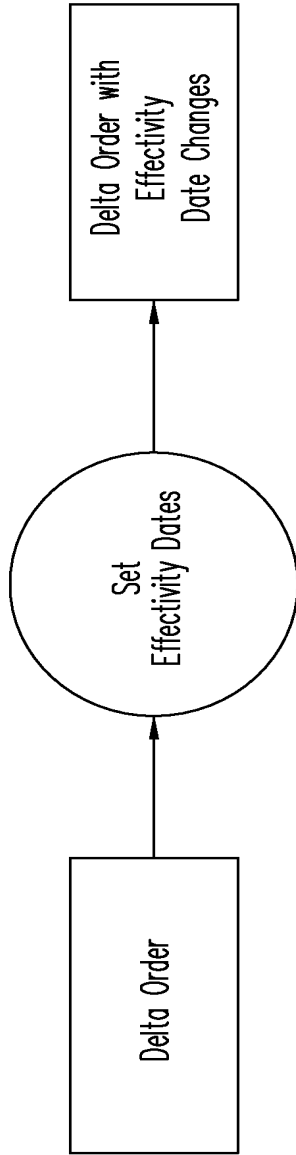


FIG. 11R

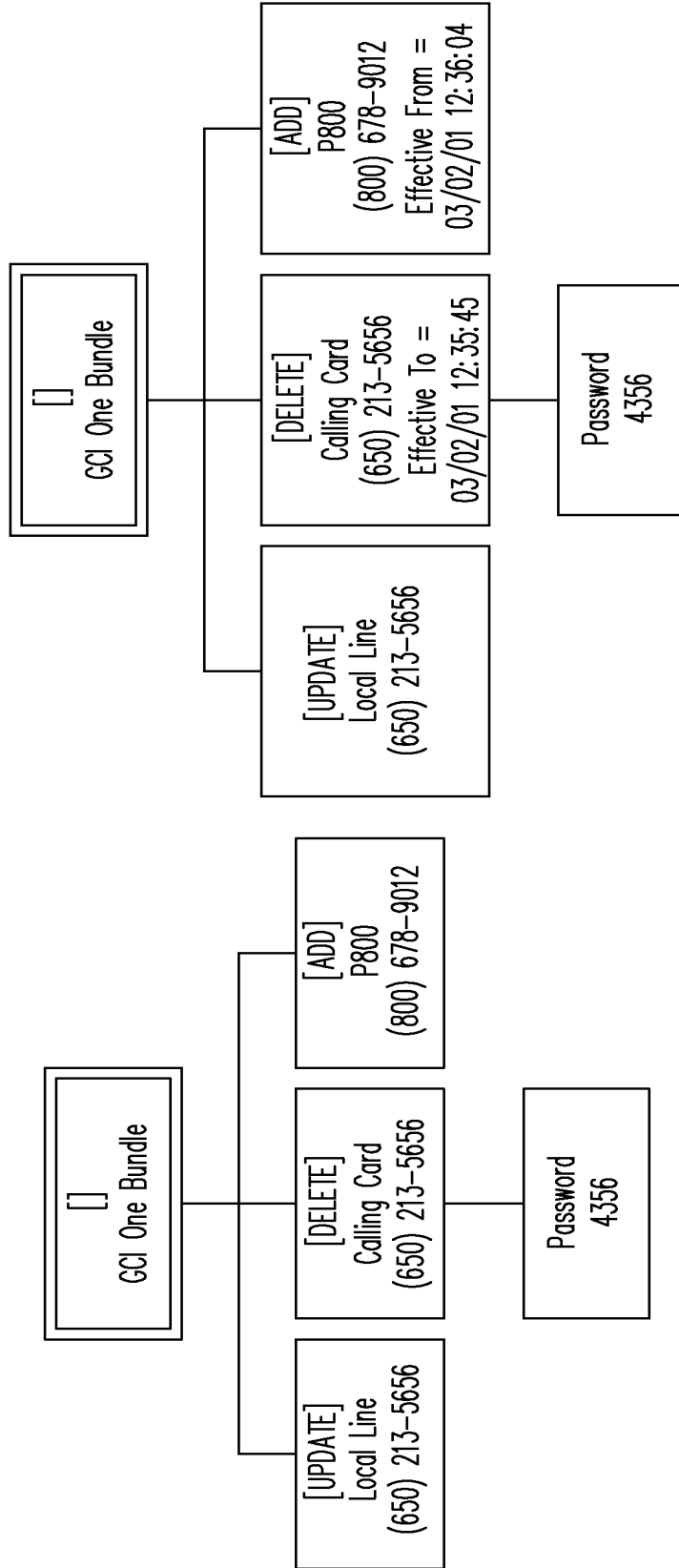


FIG. 11S-1

FIG. 11S-2

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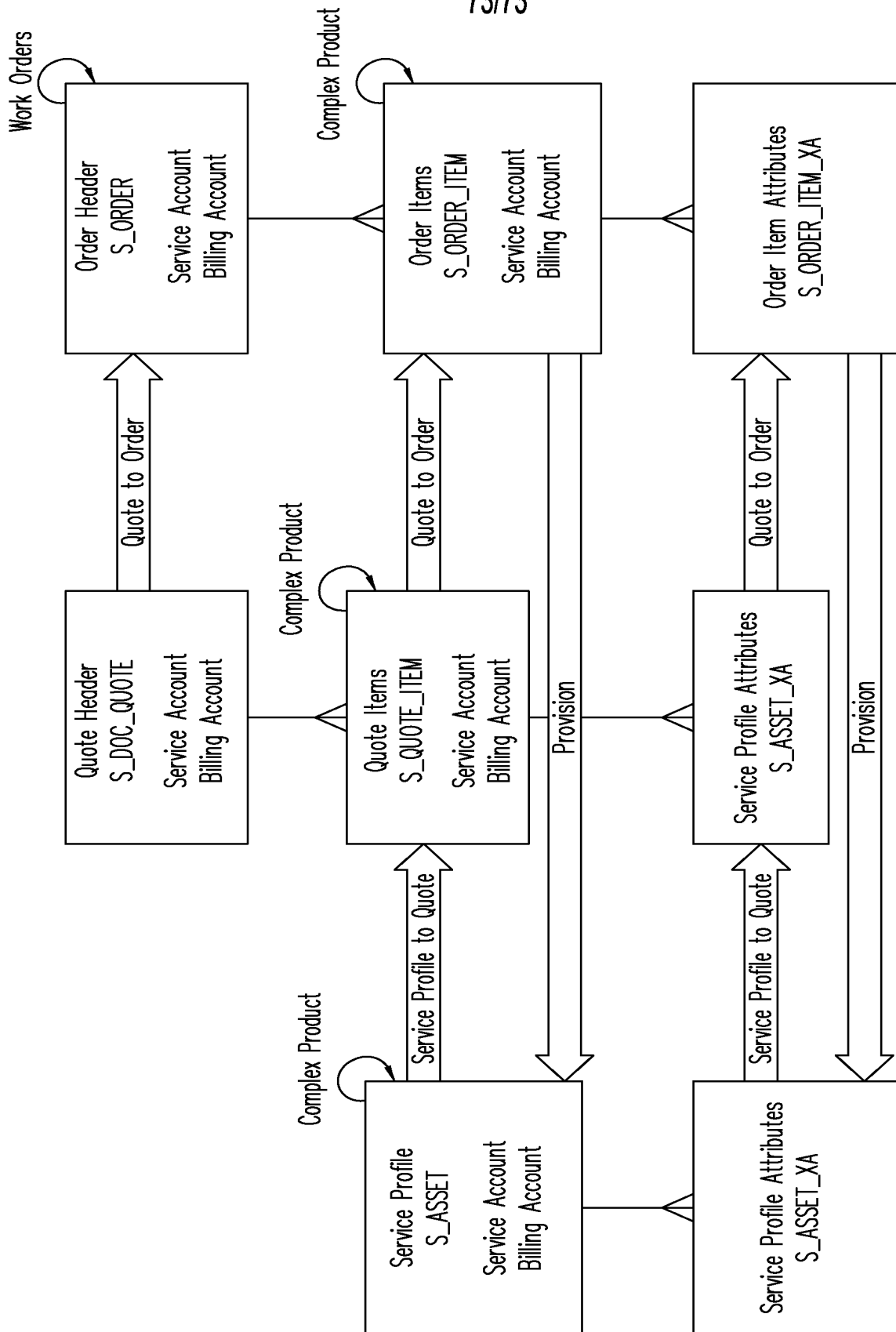


FIG. 12